

JOINT EMERGENCY COMMUNCIATIONS CENTER

FOR JOHNSON COUNTY, IOWA

RFP # 2026-01

REQUEST FOR PROPOSALS

For

PUBLIC SAFETY SYSTEMS

DUE DATE: January 15, 2027

@ 3:00 P.M. Local Time

JECC 911

4529 MELROSE AVE.

IOWA CITY, IA 52246

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Part 1.0 Introduction

The Joint Emergency Communications Center for Johnson County, Iowa ("JECC") on behalf of the Johnson County Sheriff's Office ("JCSO"), Iowa City Police and Fire Departments ("ICPD" and "ICFD"), University of Iowa Police Department ("UIPD"), the City of Coralville Police Department ("CPD"), University Heights Police Department ("UHPD"), North Liberty Police Department ("NLPD"), Johnson County Fire Mutual Aid Association ("JCMAA") and the Johnson County Ambulance Service ("JCAS") collectively referred to as the Participating Agencies, is soliciting Proposal(s) from firms interested and qualified to perform the design, implementation and support of a commercial-off-the-shelf (COTS) Computer Aided Dispatch (CAD), Mobile Computing (Mobile), Report Writing and Law Enforcement Records Management System (RMS), and Jail Management System (JMS) solution, hereinafter referred to as "System". Through the procurement of a new system, Participating Agencies would like to modernize their current Call-Taking, Dispatching, Report Writing, Records and Jail Management functionality, improve the end-users' experience with the applications, increase end-user efficiency and form a beneficial long-term partnership with a systems provider.

JECC is requesting proposals for the design, implementation and support of a CAD/Mobile, RMS and JMS solution, as well as associated interfaces as described in this Request for Proposals (RFP). Vendors may propose the following packages:

1. **CAD/Mobile, RMS and JMS**. Vendors will also be required to propose a standard or custom interface to a JMS solution in the event JECC chooses a different JMS vendor.
2. **CAD/Mobile and RMS.** Vendors will also be required to propose a standard or custom interface to a JMS solution.
3. **JMS.** Vendors will also be required to bid a standard or custom interface to an RMS solution.

For all options, vendors may propose their own applications or form partnerships with third parties. In the event that two or more vendors partner to provide a joint solution, a Prime Contractor is required. JECC reserves the right to make a partial award and/or request the replacement of subcontractor(s).

JECC intends to contract with one Prime Contractor who will be solely responsible for the system's performance and will be the sole point of contact for JECC regarding contractual matters. It is expected that the Prime Contractor will provide the implementation, training, maintenance and other services described within this RFP. Should the Prime Contractor elect to partner with a third-party to provide desired functionality, the Prime Contractor will be solely responsible for managing all contractual matters with its third-party partner(s) and the proposal should clearly indicate the functionality that will be provided by a third-party.

Exceptions to Documents

The Proposer shall clearly state in the submitted proposal any exceptions to, or deviations from, the minimum proposal requirements, and any exceptions to the terms and conditions of this RFP. Such exceptions or deviations will be considered in evaluating the proposals. Proposers are cautioned that exceptions taken to this RFP may cause their proposal to be rejected.

Silence of Specifications

Commercially accepted practices shall apply to any detail not covered in the specification and to any omission of the specification. Any omission or question of interpretation of the specification that affects the performance or integrity of the service being offered shall be addressed in writing and submitted with the Proposal.

Incomplete Information

Failure to complete or provide any of the information requested in this Request for Proposal, including references, and/or additional information as indicated, may result in disqualification by reason of "non-responsiveness".

Federal Funding Provisions

This Project is not federally funded.

The RFP is divided into five (5) sections as follows:

Part 1.0 Introduction

Part 2.0 Scope of Work

Part 3.0 Terms and Conditions

Part 4.0 Proposal Response Format

Part 5.0 Evaluation Procedure and Contract Award

1.1 RFP Coordinator/Communications/Inquiries

Upon release of this RFP, all communications should be directed in writing via email to the RFP Coordinator listed below. Unless authorized by the RFP Coordinator, no other agency official or employee is empowered to speak for JECC with respect to this procurement. Unauthorized contact with any employee of JECC or Participating Agencies may result in disqualification from the RFP process. Any oral communication will be considered unofficial and non-binding by JECC.

Following the proposal submittal deadline, Proposers shall not contact the RFP Coordinator or any other JECC or Participating Agency official or employee, except to respond to a request by the RFP Coordinator.

The Coordinator for this RFP is:

Tom Jones
Executive Director
Joint Emergency Communications Center for Johnson County
4529 Melrose Avenue
Iowa City, IA 52246
info@jecc-ema.org

1.1.1 **Background**

The Joint Emergency Communications Center of Johnson County (JECC) is the clearing house for all 9-1-1 calls and emergency communications for Johnson County. It is JECC's mission to provide all residents of Johnson County with a single answering point for processing their calls for emergency and non-emergency assistance for police, fire, medical and general service responders and provide primary communications for all public safety agencies responding within Participating Agencies' jurisdictional boundaries. JECC and Participating Agencies have decided to partner together to jointly select new CAD/Mobile, Report Writing, RMS and JMS applications in order to streamline operations countywide and seamlessly share data.

The Participating Agencies desire to replace their existing public safety systems to improve productivity and data sharing, eliminate redundant tasks, improve situational awareness and consolidate the number of disparate databases used to manage public safety-related data, where feasible and necessary. Further, Participating Agencies are seeking a solution offering a single database to which each Agency will contribute data, and from which Agencies can conduct comprehensive queries and develop reports. The future system should provide flexibility to incorporate changes as necessitated by local, state and federal mandates and/or data collection requirements. In addition, it should be designed to support agency-level configurations and meet or exceed industry standard security requirements.

JECC Participating Agencies will consider on-premises, cloud/SaaS or hybrid on-premises/cloud-based systems. Further, compliance with the Appendix B – Functional Requirements and other scoring criteria as defined herein will also be factored in the Participating Agencies' evaluation of proposals. The selected Proposer should also provide system training, product support, warranty and maintenance as specified in this RFP. The following sections provide further details regarding the current report writing and records management environment.

1.1.2 **Current Public Safety Systems Environment**

1.1.2.1 Overview

There are approximately 600 impacted CAD, Mobile, RMS and JMS users across JECC and the Participating Agencies. The core systems (TAC.10 CAD/Mobile, RMS and JMS) are on premises with physical footprints at the main JECC facility with a fully replicated offsite backup environment. In all, there are three TAC.10 instances being used by Participating Agencies in Johnson County (includes JCSO, Coralville and North Liberty), Iowa City and University of Iowa. The core applications (CAD, RMS and JMS) are integrated and share a single database.

Administration and support for the TAC.10 applications are provided by County IT. While the TAC.10 systems have provided the respective agencies a basic level of call-taking, dispatching, report writing, records and jail management functionality, each Participating Agency also relies upon numerous additional applications to support their operational needs, as described further in Section 1.1.2.2 Technology. These factors have led the Participating Agencies to seek a solution that fully addresses their business needs.

1.1.2.2 Technology

Users in Participating Agencies rely on multiple applications to conduct their daily operations, as outlined in the table below.

Table 1. Current Environment

System/Vendor	Purpose
TAC.10	CAD/Mobile, Map, RMS, Civil, K9, JMS
RAVE	Alerts and Notifications
RapidSOS	Mapping (call location)
ProQA	Emergency Medical Dispatching
Phoenix G2	Station Alerting
IamResponding and Active911	Paging
Simplex Alarms	Emergency Exit Door Alarms (UIPD)
Mach	Mobile Mapping
Motorola WatchGuard	BWC, Dash, Interview Room Cameras
XProtect	Video Management System
Flock	ALPR
Accu-Vision	CCTV Cameras
TraCS	eCitations and Crash Reporting
QuickBooks	Finance (Crash Report Generation)

System/Vendor	Purpose
LexisNexis DORS	Citizen Online Reporting
FileNexus	Document Management
LaserFiche, OnBase	File Attachment Storage
Prosecutor By Karpel (PBK)	Case File Transfer
UCAPPS	Firearm Permits
SORA	Sex Offender Registration
PlanIt	Personnel Scheduling
Workday	Payroll
LeadsOnline, N-Dex, CLEAR, Accurint	Investigative Queries
I2 Analyst Notebook, Power BI, Crystal	Data Analysis
Chameleon/InShelter	Animal Control
CARFAX	Queries and Reporting
ESO and HealthCall	ePCR
PowerDMS/PowerTime/PowerEngage	Training Records, FTO, Scheduling, Fleet
Motorola Printrak LiveScan	Fingerprinting
Guardian	Handheld Monitoring, Activity Log
SCRAM	GPS Monitoring
VINELink	Victim Notification
Turnkey	Commissary, Inmate Phone/Accounts
MS Excel	FOIA Request Log, Case Monitoring
MS Word	Case Management
CommandCentral	Digital Evidence
Adobe PDF	Fillable Forms (OWI), FOIA Report Redaction
Infinite Command	Fire RMS
Firehouse	Fire RMS
First Due	Fire RMS
Image Trend	Fire RMS

1.2 Preliminary Schedule

Event	Date
Pre-Proposal Conference (virtual)	December 4, 2026
Deadline for Questions	December 18, 2026
Answers to Questions Released via Addendum	January 6, 2027
Proposals Due	January 15, 2027

1.3 Proposal Due-Date and Location

Proposal must be submitted no later than **January 15, 2027**, at 3:00 PM local time to:

Tom Jones
Executive Director
Joint Emergency Communications Center for Johnson County
4529 Melrose Avenue
Iowa City, IA 52246
info@jecc-ema.org

Proposals must be submitted in accordance with the submission instructions in Section 4.2. Proposals submitted by fax or email will not be accepted.

All proposals and accompanying documentation will become property of JECC and will not be returned. The Proposer has full responsibility to ensure the proposal arrives before this deadline and accepts all risks of late delivery regardless of fault.

1.4 Purchasing Website

JECC will use its website www.jecc-ema.org to post this RFP and all related addenda. All project correspondence will be posted on this website. It is the Proposers' responsibility to check the website regularly for updates and RFP clarifications, as well as any addenda.

1.5 Pre-Proposal Conference

A Pre-Proposal Conference is scheduled for **December 4, 2026,** from 11:00 AM to 12:00 PM local time. Proposers are instructed to use the information provided below to attend the virtual Conference:

Pre-Proposal Conference:

https://teams.microsoft.com/meet/2496128629036067?p=ScyE2hTQRiabjJAtjW

Meeting ID: 249 612 862 903 606 7

Passcode: v8ZX6cc6

While the Pre-Proposal Conference is not mandatory, Proposers are highly encouraged to attend. JECC shall have key personnel in attendance to answer questions and discuss issues that may arise. Proposers are expected to raise any questions or issues they have concerning the RFP document at this point in the process. In order for questions to be answered at the Conference, they shall be submitted via email to the RFP Coordinator by 3:00 PM local time on **December 2, 2026**.

JECC does not intend to issue minutes or notes from the Conference. However, written clarifications or addenda deemed necessary by JECC will be posted on the JECC transparency

portal website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses or notices issued by JECC as a result of the Conference.

Proposers shall note that only JECC's written answers provided after the Conference will be binding. The written responses shall represent JECC's official position and will supersede any previous oral statements made during the Conference or at any time by JECC or Participating Agency personnel.

1.6 Questions and Clarifications Regarding the RFP

Any explanation desired by a Proposer regarding the meaning or interpretation of the Request for Proposal must be submitted in writing to the RFP Coordinator. The deadline for all questions and requests for clarifications or interpretations is 3:00 PM local time on **December 18, 2026**. JECC is not obligated to respond to questions or requests for clarifications or interpretations not received by the stated deadline.

If JECC determines that clarifications, supplemental instructions, or changes to this RFP are necessary, it will issue an official written addendum that will become part of this RFP and be included as part of the Contract. Oral explanations or instructions given before the award of the Contract shall not be binding.

Questions (and answers) that warrant an addendum will be posted on the JECC website. It is the obligation and responsibility of the Proposer to learn of any addenda, responses or notices issued by JECC and posted on the website. Proposers shall not be allowed to take advantage of any errors or omissions found in this RFP. Full instructions will be given if such error or omission is discovered and called to the attention of JECC point of contact in a timely manner.

It is the responsibility of Proposers to ensure that they have received addenda if any are issued. For each addendum, the Proposer must include a signed copy of the addendum acknowledging receipt and include it as part of the proposal.

Part 2.0 Scope of Work

2.1 Project Overview

JECC seeks to procure a state-of-the-art Computer-Aided Dispatch (CAD), Mobile Data Client (Mobile), Report Writing and law enforcement Records Management System (RMS), Jail Management System (JMS) as well as identified interfaces (collectively "System"). JECC intends to work with a single Proposer serving as the Prime Contractor. JECC desires the successful Proposer to provide the software, hardware and services described in the remainder of this RFP. However, JECC reserves the right to purchase hardware from sources other than the Proposer.

2.2 Scope of Services

2.2.1 **Software Systems**

JECC expects the Proposer to provide all software necessary to ensure a fully functioning system at the time of implementation. Proposers are responsible for providing a system with sufficient functionality and performance capabilities to support all of the Participating Agencies' needs. The proposed system should be sized to meet the performance standards for the projected volumes plus a margin for unexpected growth. The selected Proposer will assume any and all costs associated with increasing the system capabilities as required to support potential increases in volume within a five-year period after Final System Acceptance.

All proposed software versions must be available and operational in a live environment on or before the proposal deadline. The version for each module proposed must be identified in the Proposer's response.

The following is a list of systems that must be included in the Proposer's solution:

1) **Computer-Aided Dispatch:** The CAD system must support a multi-agency structure providing law enforcement and fire/EMS functionality. Specific functionality requested is defined elsewhere in this RFP.
2) **Mobile Data Client (Mobile):** The Mobile system must be complementary to both the CAD and RMS applications ensuring seamless functionality from dispatch receipt to incident closure (including report writing). The Mobile must be configurable to both law and fire/EMS needs and provide integrated mapping and AVL functionality. The Mobile application must be compatible with MS Windows, iOS and Android devices and operating systems.
3) **Report Writing:** A Report Writing application that allows field users to complete reports in a mobile environment and submit those reports electronically to the RMS via a Department-specified report review and approval process. The application should provide for the pre-population of report forms via integration with the Mobile application.

4) **Law Enforcement Records Management System (RMS):** A fully integrated, NIBRS-compliant RMS to perform a broad range of functionality as further defined in Appendix B. The system should also have tools to assist with data integrity and accuracy and users should be able to search and access external databases from a single query. The RMS solution should include all requested interfaces and provide for a seamless transfer of information between all applications.

5) **Jail Management System (JMS):** A fully integrated JMS capable of managing bookings from multiple jurisdictions, daily jail operations, reporting and other functionality as defined in Appendix B. The JMS solution should include all requested interfaces and provide for a seamless transfer of information between all applications.

6) **Interfaces:** In addition to the integration of the proposed System applications, the Proposer will be responsible for providing interfaces to JECC and external systems described in this section.

2.2.2 **Interfaces**

In addition to the integration of the proposed System applications, the Proposer will be responsible for providing interfaces to JECC, Participating Agency/City, County and external systems described in this section.

1) **RapidSOS:** Agencies require full integration with RapidSOS to securely stream real-time location coordinates, connected device data and digital alerts from RapidSOS to CAD. A Call-taker should be able to import and process real-time caller location information from RapidSOS through the interface.

2) **Zetron MAX Call Taking and E911:** The CAD system should allow for the import of NG9-1-1 and time of call answered information. When triggered by the call-taker, the interface will transfer the data into the corresponding fields of the CAD application. The import should also allow for text-to-9-1-1 information. Call-takers should be able to initiate a call for service from ANI/ALI data in CAD and generate a call for service (automatic call creation).

   Agencies require a one-way interface from E9-1-1 system to CAD to import E9-1-1 data into the CAD application, including but not limited to ANI/ALI, caller location, text-to-911 data, call answer time, and call metadata for automatic call creation.

3) **Priority Dispatch ProQA:** The CAD system should be integrated with Priority Dispatch ProQA for the purposes of exchanging call-taking and dispatching protocols (e.g., EMD). Agencies should be able to configure when the ProQA is triggered during the incident creation process. The system should be embedded with the CAD application, with questions and corresponding responses logged within the CAD CFS record.

4) **AQUA:** The CAD system should be integrated with AQUA to perform quality assurance for medical calls for service that incorporate the use of ProQA. Closed calls for service should be sent to the AQUA system at Agency-defined intervals and/or configured points in the workflow (e.g., call closure).

5) **IamResponding:** The CAD system should support an interface so that text messages and tones can be sent from the CAD system to the IamResponding Paging system users.

6) **Active 9-1-1:** The CAD system should support an interface so that text messages, tones and other alerts can be sent from the CAD system to the Active 9-1-1 system users.

7) **Honeywell Phoenix G2 FSA:** The CAD system should automatically activate the Honeywell Phoenix G2 FSA application upon dispatch of Agency-defined units, to include move-ups and relocated units. The activation should include relevant CFS details (e.g., units dispatched, call type).

8) **MACH (Mobile Architecture for Communications Handling):** Agencies in Johnson County will continue to use the MACH application to identify the locations of and communicate with units from external agencies (outside the JECC consortium). Participating Agencies are seeking improved integration with the MACH application, including projecting the locations of units from external agencies on the Mobile map and a method to send and receive messages received from external agency units through the Mobile application.

9) **Simplex Alarms:** Agencies are seeking a one-way interface from the Simplex Alarm system to CAD to alert call-takers and dispatchers when Emergency Exit Door alarms are triggered in campus buildings. Rule-based triggers and location-based notifications based on event type shall be defined with the City.

10) **Motorola WatchGuard:** Agencies require CAD to create an event number to be associated with BWC digital evidence tagging system. Data to be synchronized shall include event, location, personnel status, narrative, and jurisdiction data as defined with the Agency. Video metadata, storage location URL, and status of the evidence shall also be synchronized.

11) **NLETS/NCIC:** Agencies require the ability to query NCIC from within the CAD and RMS applications, update information in the RMS with query return information and use query return information (including images) to populate fields in the CAD and Report Writing applications. JCSO issues warrants and is seeking the ability to add, update and delete warrant information in NCIC with information entered in the warrants module of the RMS. Agencies are seeking the ability to log all NCIC queries pertaining to a call for service for subsequent query and reporting purposes. Agencies require the NCIC connection to include a desktop connection/solution for full access users.

12) **Flock:** The Flock ALPR system should send an alert to Agency-defined CAD users when license plate numbers of vehicles involved in Agency-defined incident types are located/identified through the Flock ALPR system.

13) **First Due Fire Records Management System:** The CAD system should allow for the transfer of CFS information into the First Due application for the purposes of reporting (NERIS and ePCR). The interface should transfer the CFS information at multiple intervals over the course of an incident. The CAD system should transfer CFS information directly to the FirstDue application upon unit assignment, controllable at the Case Number-level (so not all events that are created, will get a case number or be desired for transfer First Due for a full report). Fire Departments are also maintaining pre-plans in the FRMS and require a one-way interface to view pre-plan information stored in the FRMS from within the Mobile application. Occupancy data stored in the FRMS should transfer to CAD.

14) **ImageTrend Fire Records Management System:** The CAD system should allow for the transfer of CFS information into the ImageTrend application for the purposes of reporting (NERIS and ePCR). The interface should transfer the CFS information at multiple intervals over the course of an incident. The CAD system should transfer CFS information directly to the ImageTrend application upon unit assignment, controllable at the Case Number-level (so not all events that are created, will get a case number or be desired for transfer to ImageTrend for a full report). Fire Departments are also maintaining pre-plans in the FRMS and require a one-way interface to view pre-plan information stored in the FRMS from within the Mobile application. Occupancy data stored in the FRMS should transfer to CAD.

15) **ESO Firehouse FRMS:** The CAD system should allow for the transfer of CFS information into the Firehouse application for the purposes of reporting (NERIS and ePCR). The interface should transfer the CFS information at multiple intervals over the course of an incident. The CAD system should transfer CFS information directly to the ESO application upon unit assignment, controllable at the Case Number-level (so not all events that are created, will get a case number or be desired for transfer to Firehouse for a full report). Fire Departments are also maintaining pre-plans in the FRMS and require a one-way interface to view pre-plan information stored in the FRMS from within the Mobile application. Occupancy data stored in the FRMS should transfer to CAD.

16) **Infinite Command FRMS:** The CAD system should allow for the transfer of CFS information into the Infinite Command FRMS application for the purposes of reporting (NERIS and ePCR). The interface should transfer the CFS information at multiple intervals over the course of an incident. The CAD system should transfer CFS information directly to the Infinite Command application upon unit assignment, controllable at the Case Number-level (so not all events that are created, will get a case

number or be desired for transfer to Firehouse for a full report). Fire Departments are also maintaining pre-plans in the FRMS and require a one-way interface to view pre-plan information stored in the FRMS from within the Mobile application. Occupancy data stored in the FRMS should transfer to CAD.

17) **TraCS ("eCitations", warnings and crash reporting):** Agencies require a two-way interface to transfer call for service data from the RMS to populate fields in the TraCS application, and transfer citation, warning and crash report data from the TraCS application to the RMS. The interface should allow the RMS to consume the information entered into the TraCS application as soon as the citation data entry is completed. If a subject exists in the MNI, the citation, warning or crash report should be linked to that subject. A second MNI record should not be created unless it is verified that the subject record does not already exist in the MNI. Each agency should be able to configure the point in the workflow at which the transfer of information occurs. The interface should transfer citation data in such a way that either system can reproduce a printed copy of the citation from the resulting RMS citation, warning or crash report record. The citation, warning or crash report should be linked to the call for service record in the RMS Call for Service module and any associated incident reports or forms. It should also be linked to master files such that a search on a person will retrieve any associated citations.

    The interface should also support the synchronization of statute tables in the TraCS and RMS applications, to include associated NIBRS codes used in the RMS.

18) **The BEAST:** Agencies require a one-way interface from the RMS to The Beast to share evidence with the State of Iowa Crime Lab. Data should be transferred from the RMS at Agency-defined intervals to comply with State requirements and include chain of custody tracking, status updates and forensic data flow directly back into the RMS case file.

19) **Motorola CommandCentral:** Agencies currently use the CommandCentral application to store digital evidence associated with a case. Agencies require the ability to launch the CommandCentral application from within the RMS through hyperlink or other method to view digital evidence in CommandCentral without leaving the RMS application.

20) **LexisNexis DORS:** If Citizen Online Reporting functionality is not natively offered through the proposed RMS application, Agencies will require a one-way interface between the LexisNexis Desk Officer Reporting System (DORS) and the proposed RMS to transfer data from reports submitted through the DORS application to the RMS. The interface should enable seamless transfer of citizen-filed reports into the RMS.

21) **LeadsOnline:** A one-way interface with LeadsOnline should enable automatic pawn searches upon entry of stolen property into the RMS. Property searches conducted within the RMS should also search data stored in LeadsOnline. Agencies would like the

RMS to regularly run all stolen property and associated persons of interest documented in the RMS through LeadsOnline and notify a designated role of any hits. Agencies should be able to configure the query intervals.

22) **N-Dex:** Agencies are seeking a one-way interface with the ability to query the N-Dex application from within the proposed RMS. Users should be able to import data included in returns from N-Dex queries into the RMS.

23) **CLEAR:** Agencies are seeking a one-way interface with the ability to query the CLEAR application from within the proposed RMS. Users should be able to import data included in returns from CLEAR queries into the RMS.

24) **Accurint:** Agencies are seeking a one-way interface with the ability to query the Accurint application from within the proposed RMS. Users should be able to import data included in returns from Accurint queries into the RMS.

25) **CARFAX:** Agencies are seeking a one-way interface with the ability to query the CARFAX application from within the proposed RMS. Users should be able to import data included in returns from CARFAX queries into the RMS.

26) **UCAPPS:** Agencies are seeking a two-way interface with the ability to transfer Agency-defined fields completed in the RMS to the UCAPPS application and from the UCAPPS application to the RMS/JMS master indices, and to query the UCAPPS application from within the RMS and JMS to verify/validate and query weapons permits, owner and owner location information.

27) **Workday:** Agencies require a one-way interface from the RMS to Workday to send updated employee hiring, retention, promotion history and other personnel data stored in the RMS to the Workday system at Agency-defined intervals.

28) **SORA:** Agencies require a one-way interface from the RMS to the SORA application to send Offender Registration data stored in the RMS to the SORA application at Agency-defined intervals.

29) **PowerDMS/PowerTime/PowerEdge:** Agencies require a one-way interface between the RMS and the Power suite of applications to update training records, Field Training Officer records, Scheduling and Fleet maintenance data at Agency-defined intervals.

30) **CLERYEdge:** Agencies require a one-way interface from RMS to CLERYEdge at an Agency-defined interval to transfer all criminal incidents from the RMS to CLERYEdge. The interface should automatically update and format public daily crime logs within the legally mandated window based on RMS inputs. The interface should also provide dedicated fields to generate public-facing incident summaries while protecting confidential or sensitive information before publishing.

31) **Prosecutor by Karpel:** Local attorneys' offices use Karpel PBK for incident and case management purposes. Agencies are seeking a one-way interface from the RMS to PBK

to transfer incident information (e.g., cased details, personnel data, arrest and charge records, demographic data, entire case, etc.) from the RMS to PBK at Agency-defined intervals and/or points in the workflow.

32) **Motorola Printrak LiveScan (LiveScan):** Proposers should provide a one-way interface with the LiveScan fingerprint system so that booking information captured in the JMS is eligible for transfer into the fingerprint system (e.g., subject and offense information). Users should be able to populate or update JMS fields with Printrak query returns.

33) **TurnKey Inmate Phone:** JCSO uses TurnKey as the Inmate Telephone System. The JMS will send name information for inmates making phone calls from the JMS to the TurnKey system. User should be able to query data in the TurnKey inmate phone system from the JMS.

34) **TurnKey Commissary and Accounting:** The vendor should provide a one-way interface between the JMS and TurnKey to exchange relevant Commissary data. Upon booking a person into the jail facility, the JMS should send the subject's first and last name and inmate number to TurnKey to create a new account or reactivate an existing account. The interface should automate inmate accounting, fee collections, and data synchronization.

35) **Victim Information and Notification Everyday (VINE):** When an offender is booked into jail for a crime against a person, the JMS should send booking information to VINE. Any change in the inmate's status, including transfer, release, escape or death, should trigger a notification to VINE of the change in status.

36) **Guardian:** The vendor should provide a two-way interface between the JMS and the Guardian system JCSO uses for inmate cell, bed and welfare checks. The JMS will send inmate name, photo and other inmate-related information from the JMS to Guardian. Upon entering rounds data into the Guardian system, the JMS should accept the updated data in the inmate rounds check record and add it to the appropriate module in the JMS. Users should also have the ability to query data in the Guardian system from within the JMS.

37) **Justice Exchange:** Agencies require a one-way interface from the JMS to Justice Exchange to provide inmate-in-custody data to the Justice Exchange system at Agency-defined intervals.

38) **Chameleon/In-Shelter:** Agencies require a one-way interface to import data from the Chameleon/In-Shelter application to the RMS at Agency-defined intervals.

2.2.3 **Hardware and System Software**

The Proposer shall supply all necessary hardware or cloud infrastructure and system software to ensure that the application software provided by the Proposer will perform at its optimum capabilities for users. Microsoft Windows is the preferred platform for any application. It is expected that the system will be able to maintain compatibility with the Participating Agencies' multiple versions of MS Windows products but also accommodate Windows applications as they migrate to new versions.

Participating Agencies will provide all workstation hardware (excluding peripherals), but expects the Proposer to provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance. These specifications should include maximum age of hardware and software versions. JECC expects a minimum of three (3) environments: Production, Training, and Staging/Testing. A Backup/Disaster Recovery environment is also desired.

JECC reserves the right to purchase hardware from sources other than the Proposer.

2.2.4 **Implementation and Support**

The Proposer, with appropriate involvement from Participating Agency employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training, and development and delivery of system interfaces. The Proposer must include in its proposal a comprehensive Project Plan showing time and resources required to accomplish tasks.

Further information regarding Implementation and Project Management requirements are described in Section 4.9 of this RFP.

2.2.5 **Project Management**

The successful Proposer will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, configuration management, quality assurance, test planning and execution, training, change management, business process re-engineering, and post-implementation support.

- Proposer must describe the location in which they intend to perform the different phases of the project.
- The Proposer shall provide a project manager who, along with JECC's project manager, will be responsible for the overall success of the Project.
- During the course of the project, until Final System Acceptance, the contracting firm's Project Manager will:
    - Attend regular status meetings
    - Submit regular status reports, covering such items as:

- Progress of work being performed
- Milestones attained
- Resources expended
- Problems encountered
- Corrective action taken
- Status of issues/problems

- Participate in weekly project status conference calls
- Provide agendas, post-trip reports, and other similar documentation, as required by JECC
- Coordinate all resources and meetings in concert with the JECC Project Manager

2.2.6 **Business Process Re-Engineering**

JECC believes this Project will alter Participating Agencies' current business processes. Participating Agencies plan to work with the Proposer to identify process changes and develop training tools and materials to facilitate the transition to the new systems using new business processes.

2.2.7 **Documentation**

Documentation must be developed to support the software and the Participating Agencies' business processes. Any software tools or utilities that are desirable to tune, test, maintain or support the system must be specified in the documentation. Any tailoring or configuring must be documented and delivered to JECC and the Participating Agencies.

All user documentation, including application and interface documentation, help documentation and software tutorials shall be available online and accessible from within the relevant application. Additionally, the successful Proposer is expected to provide sufficient copies of each type of user documentation to each user group.

2.2.8 **Configuration and Training**

JECC recognizes the involvement, understanding, and commitment of employees is essential to the successful implementation of the proposed System. As such, JECC and Participating Agency employees will assist in all key process design and configuration decisions.

It should be noted that training may need to take place in various locations throughout Johnson County and at times that are convenient to personnel working non-regular hours. The Proposer is expected to provide the following types of training programs:

1. A training program for JECC's core project implementation team that includes the training necessary for JECC, Participating Agency and City/County IT personnel to

understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.

2. A training program for application administrators that includes the training necessary to configure, tailor, monitor and administer the system's technical and functional aspects.

3. A training plan and training documentation to support the training of all end-users in the functionality of the various proposed system components relevant to their job duties.

4. Post-implementation training for ongoing end-user training of the initial system, as well as for future version releases.

Except for post-implementation training, all training must be completed in a satisfactory manner before JECC will give formal Final System Acceptance. Proposers shall make available post-implementation training as requested by JECC.

Additionally, the Proposer shall provide a training system that will allow users to simulate live operations for the System without degrading system performance.

2.2.9 **System Testing**

System implementation must include adequate provisions for functional, performance and reliability testing before Final System Acceptance. JECC requires the Proposer's involvement in the development and execution of all test plans to assure the System delivers the expected results.

Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required, as is a final acceptance test. The acceptance test will include a confirmation of each functional requirement identified in Appendix B of this RFP, in addition to required performance guarantees and reliability acceptance procedures that JECC may require.

2.2.10 **Reliability and Performance Standards**

2.2.10.1 Warranty

The entire system solution as proposed in this RFP must include (i) a first-year warranty, including all software updates, enhancements and refinements and interfaces, for a minimum of twelve (12) months after the Final System Acceptance date, (ii) satisfy all functional requirements, and (iii) satisfy a mutually-agreeable performance guarantee. The warranty shall conform to contractually agreed upon specifications and protect against any defects or damage caused by manufacturers, Proposers, or proposed Subcontractors, in the System's equipment or software. Additionally, the Proposer will warrant its responses to the functional requirements

included in Appendix B to this RFP and any other element of this RFP and will agree to attach its RFP response to any contract reached with JECC.

Final System Acceptance and performance guarantee shall be determined by JECC according to an agreed upon testing plan. All repairs and expenses to cover repairs made under warranty, including parts, software, labor travel expenses, meals, lodging and any other costs shall be borne by the Proposer. All repairs and expenses to cover repairs that are due to the Proposer's inability to perform based upon warranty guidelines shall be borne by the Proposer.

2.2.10.2 Support and Maintenance

JECC expects that a six (6) year maintenance and support agreement will be offered. It is expected that Year 1 of maintenance (defined as one year from date of final system acceptance) will be at no charge. Furthermore, a 24 x 7 x 365 support plan shall be mandatory. The JECC support agreement must describe priority levels for system errors and include a guaranteed response time for each priority level in accordance with the system performance requirements defined in Appendix D.

2.2.10.3 Account Manager

The selected Proposer will provide JECC with an Account Manager who will be the single point of contact throughout the Proposer's relationship with JECC.

Part 3.0 Terms and Conditions

3.1 Accelerated Pay Discounts

Accelerated discounts should be so stated on the Signature Page. If quick pay discounts are offered, JECC reserves the right to include that discount as part of the award criteria. Prices proposed must, however, be based upon payment in net forty-five (45) days after receipt, inspection and acceptance. In all cases, quick pay discounts will be calculated from the date of the invoice or the date of acceptance, whichever is later.

3.2 ADA Compliance

The Proposer shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101 et seq.) and applicable Federal regulations under the Act https://www.law.cornell.edu/uscode/text/42/12101.

Bids for design, construction, programs, policies and concessions of any type shall comply with the 2010 Standards for Accessible Design, the ADA title II regulation - https://www.ada.gov/regs2010/2010ADAStandards/2010ADAstandards.htm Section 504 of the 1973 Rehabilitation Act https://www.ada.gov/cguide.htm#anchor65610, and similar statutes and regulations prohibiting discrimination on the basis of disability.

The Proposer shall ensure that its websites and all online services, including those websites or online services provided by third parties upon which the JECC relies to provide services or content, comply with, at minimum, Web Content Accessibility Guidelines - WCAG 2.0 AA.

It is the responsibility of the Proposer to understand and implement the Accessible Design specifications indicated above (Article 26.1 and 26.2) into all applicable designs, including being aware of and making design considerations for expected field or manufacturing tolerances, as stated in article 104.1.1 of the 2010 ADA Standards for Accessible Design. Further, the Proposer is responsible to make the Proposer aware of the specifications and tolerances, for projects that involve ADA applicable items. Any subsequent inspection of installations, facilities, or construction that results in failure to meet the Accessible Design parameters due to improper design, these items shall be removed and replaced at the expense of the Proposer.

Required Adherence to 2010 ADA Standards for Accessible Design: All work completed on any JECC or Johnson County project will require strict adherence to the 2010 ADA Standards for Accessible Design. All aspects of the ADA codes for accessibility compliance will be monitored, audited and will require acceptance from the Johnson County's ADA Accessibility Team via field audit, verification and documentation prior to any work being accepted or eligible for payment. Notice should be provided to the ADA Accessibility Team no less than two weeks prior to expected substantial completion so field audits can be scheduled and performed in a timely fashion. Failure to schedule these audits by the Proposer may result in delays in verifications and payment for completed work. Requests for audits should be directed to the County. After the audit is completed, the Proposer shall receive written notification of any failures requiring correction or a letter stating

that the project is acceptable, whichever may apply. All ADA compliance work will be audited using a 2' (2 foot long) electronic inclinometer (2' electronic level) only. No other instrument will be an acceptable tool for measurement of slope on a Johnson County Construction Project. ADA compliance requirements provide no construction tolerance whatsoever outside of that which is contained within the specification's allowable tolerances. (i.e.: For cross slope in an accessible route, the maximum slope allowed is 2.083% slope. The tolerance in this example is 0-2.083% and nothing more. 2.1% would constitute failure in this scenario.)

3.3 Assignment

JECC and the Consultant each is hereby bound and the partners, successors, executors, administrators and legal representatives of JECC and the Proposer are hereby bound to the other Party to the Contract and to the partners, successors, executors, administrators and legal representatives (and said assigns) of such other Party, in respect of all covenants, agreements and obligations of the Contract. Any assignment or attempt at assignment made without prior written consent of JECC shall be void.

3.4 Collusion Statement

Neither the Proposer, nor anyone in the employment of the Proposer, has employed any person to solicit or procure the Contract nor will the Proposer make any payment or agreement for payment of any compensation in connection with the Contract. There is no contract, agreement or arrangement, either oral or written, expressed or implied, contemplating any division of compensation for Services rendered under the Contract or participation therein, directly or indirectly, by any other person, firm or corporation, except as documented in the Contract. Neither the Proposer, nor anyone in the employment of the Proposer, has either directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive procurement in connection with the Contract.

3.5 Conflict of Interest

Proposer represents, warrants, and covenants that no relationship exists or will exist during the Contract period between the Proposer and JECC that is a conflict of interest. No employee, officer or agent of the Proposer shall participate in the selection or in the award if a conflict of interest, real or apparent, exists. The provisions of Iowa Code ch. 68B shall apply to the Contract. If a conflict of interest is proven to JECC, JECC may terminate the Contract, and Proposer shall be liable for any excess costs to JECC as a result of the conflict of interest. The Proposer shall establish safeguards to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by the desire for private gain for themselves or others with whom they have family, business, or other ties. The Proposer shall report any potential, real, or apparent conflict of interest to JECC.

3.6 Contract Negotiation

JECC reserves the right to negotiate all elements of the requirements, submittals, proposals, terms and conditions and/or scope of services as part of the contract negotiation process prior to any

formal authorization of the contract by JECC. A binding agreement can only exist after approval by the Policy Board in open session. JECC and its member entities assume no legal obligation to any party by the issuance of the RFP.

If at any time the contract negotiations are judged to be ineffective, JECC may cease all activities with a Proposer and begin contract negotiations and preparation activities with a different Proposer, continuing the process until a Contract is executed. As a part of this process, JECC may obtain "best and final offers (BAFOs)" from any or all Proposers. JECC reserves the right to cease all contract negotiation activities at any time and reject all proposals if such action is determined by JECC to be in its best interest. Please note that further negotiations may take place after the receipt of BAFOs.

3.7 Disputes

Should any disputes arise with respect to the Contract; the Parties agree to act immediately to resolve such disputes. Time is of the essence in the resolution of disputes. The Proposer agrees that, the existence of a dispute notwithstanding, it will continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute and JECC shall continue to make payment for all Services properly performed. Should the Proposer fail to continue to perform its responsibilities regarding all non-disputed Services, without delay, any additional costs incurred by JECC or the Proposer as a result of such failure to proceed shall be borne by the Proposer. The unintentional delayed payment by JECC to the Proposer of one or more invoices not in dispute in accordance with the terms of the Contract will not be cause for Proposer to stop or delay Services.

3.8 Fob Point And Freight/Delivery Charges

The FOB point, in terms of loss or damage, as well as where title to the goods is passed, shall be FOB-Destination. Freight/delivery charges are to be included in the quoted price of the goods, rather than as a separate line item.

3.9 Force Majeure

Force majeure shall be any of the following events: acts of God or the public enemy; compliance with any order, rule, regulation, decree, or request of any governmental authority or agency or person purporting to act therefore; acts of war, public disorder, rebellion, terrorism, or sabotage; floods, hurricanes, or other storms; strikes or labor disputes; or any other cause, whether or not of the class or kind specifically named or referred to herein, not within the reasonable control of the Party affected. A delay in or failure of performance of either Party shall not constitute a default hereunder nor be the basis for, or give rise to, any claim for damages, if and to the extent such delay or failure is caused by force majeure. The Party who is prevented from performing by force majeure shall be obligated, within a period not to exceed fourteen (14) days after the occurrence or detection of any such event, to give notice to the other Party setting forth in reasonable detail the nature thereof and the anticipated extent of the delay, and shall remedy such cause as soon as reasonably possible, as mutually agreed between the Parties.

3.10 Indemnification

The Proposer shall, and hereby agrees to, protect, defend, indemnify and hold harmless Johnson County, its officers and employees from any and all claims, settlements, judgments, and damages of every kind and nature made, to include all costs associated with the investigation and defense of any claim, rendered or incurred by or on behalf of JECC, its officers, and employees, that may arise, occur, or grow out of any errors, omissions, or acts, done by the Proposer, its employees, or any independent Consultants working under the direction of either the Proposer in the performance of the Contract, and nothing in this paragraph shall constituted a waiver of sovereign immunity.

3.11 Insurance

The Contract shall contain mutually-agreeable insurance requirements, and nothing in this paragraph shall constituted a waiver of sovereign immunity

3.12 Laws And Regulations

The Contract shall be governed, interpreted and enforced in accordance with all applicable federal, State of Iowa, and local laws, ordinances, licenses and regulations of a governmental body having jurisdiction and shall apply to the Contract throughout, as the case may be. The Proposer certifies that in performing the Contract they will comply with all applicable provisions of the federal, state, and local laws, regulations, rules, and orders.

3.13 Management

Should there be a change in ownership or executive management, the contract shall be canceled unless a mutual agreement is reached with the new owner or manager to continue the contract with its present provisions and prices. This contract is nontransferable by either party.

3.14 Modifications To Scope Of Work

In the event that sufficient funds do not become available to complete each task in the Scope of Work, the Scope of Work may be amended, based upon the cost breakdown required in the Cost Proposal.

3.15 No Gift Standard

Johnson County is committed to upholding the highest ethical standards in all of its business practices. This standard recognizes the need to avoid even the perception of improper gifts or favors to employees. Therefore, all suppliers have been asked to abide by JECC's "No Gift" standard. The "No Gift" standard also applies to all offers of discounts or free items at any place of business targeted toward a County employee and not available to the general public, regardless of the value.

3.16 No Obligation To Proceed

JECC is under no obligation to proceed with this project and may cancel this Request for Proposal at any time without the substitution of another, if such cancellation is deemed to be in the best interest of JECC.

3.17 Non-Discrimination And Equal Opportunity

All Proposers that engage in contracts with Johnson County, Iowa agree as follows: The Proposer will not discriminate against any employee or applicant for employment because of race, sex, color, creed, ancestry, national origin, marital status, families with children, religion, age, disability, sexual orientation, gender identity, genetic information, status with regard to public assistance, status as a veteran or any classification protected by federal, state, or local law, (Protected Classes) except where age and sex are essential bona fide occupational requirements, or where disability is a bona fide occupational disqualification. Such action shall include, but not be limited to the following; (a) Employment, (b) Upgrading, (c) Demotion or transfer, (d) Recruitment and advertising, (e) Layoff or termination, (f) Rate of pay or other forms of compensation, and (g) Selection for training, including apprenticeship. The Contractor further assures that managers and employees comply with both the spirit and intent of federal, state, and local legislation, government regulation, and executive orders in providing affirmative action as well as equal opportunity without regard to the protected classes, as stated above. The Proposer will include, or incorporate by reference, the provisions of the nondiscrimination clause in every contract or subcontract unless exempt by the rules, regulations or orders of JECC's Affirmative Action Program and will provide in every contract or subcontract that said provision will be binding upon each Proposer.

3.18 Prohibited Contracts

JECC shall not contract with, and shall reject any proposals submitted by the persons or entities specified below, unless JECC finds that Special Circumstances exist which justify the approval of such a contract.

- Profit-making firms or businesses in which employees described in this solicitation serve as officers, principals, partners or major shareholders;
- Persons who, within the immediately preceding twelve (12) months, came within the provisions this solicitation and who (1) were employed in positions of substantial responsibility in the area of service to be performed by the contract, or (2) participated in any way in developing the contract or its service specifications; and
- Profit-making firms or businesses in which the former employees described in this solicitation serve as officers, principals, partners or major shareholders.

3.19 Proposal Currency/Language

All proposal prices shall be shown in US Dollars ($). All prices must remain firm for the duration of the contract regardless of the exchange rate. All Proposal responses must be submitted in English.

3.20 Proposal Form

Each Proposer must submit an original proposal and additional copies as required. The Proposer shall correctly sign the proposal, and the proposal may be rejected if it shows any omissions, alterations of the form, additions not called for in the proposal, or any irregularities of any kind. In case of a discrepancy between the unit price and the extended price, the unit price shall prevail.

3.21 Proposal Information Is Public

All documents submitted with any proposal shall become public documents and subject to Iowa Code Chapter 22, which is otherwise known as the "Iowa Open Records Law". By submitting any document to the Johnson County in connection with a proposal, the submitting party recognizes this and waives any claim against Johnson County and any of its officers and employees relating to the release of any document or information submitted. Each submitting party shall hold Johnson County and its officers and employees harmless from any claims arising from the release of any document or information made available to Johnson County arising from any opportunity.

3.22 Proposal Rejection Or Partial Acceptance

Johnson County reserves the right to accept or reject any or all proposals or parts thereof. Johnson County further reserves the right to waive technicalities and formalities in proposals, as well as to accept in whole or in part such proposals where it is deemed advisable in protection of the best interests of JECC.

3.23 Proposal To Become Part Of Contract

The submitted Proposal, along with this Request for Proposal, may become part of the Contract that is negotiated between JECC and the successful party.

3.24 Proposal Validity Period

Submission of a proposal will signify the Proposer's agreement that its proposal and the content thereof are valid for one-hundred eighty (180) days following the submission deadline unless otherwise agreed to in writing by both parties.

3.25 Proposal Verification

Proposer responses are subject to verification. Misleading and/or inaccurate answers may be grounds for disqualification at any stage in the procurement process. JECC may contact individual Proposers for clarification or correction of minor errors and omissions. Upon such a request, the Proposer must furnish any requested information to JECC within five (5) business days or the proposal will be evaluated as originally received. Major errors or omissions may result in rejection of the proposal from further consideration.

3.26 Purchase Orders

The Proposer shall furnish no services, equipment materials or labor unless a properly executed order is received from JECC.

3.27 Regulatory Agency Compliance

Compliance with laws and regulations set forth by regulatory agencies is required. These agencies include, but are not limited to, OSHA – Occupational Safety & Health Agency, EPA – Environmental Protection Agency, ICC – Interstate Commerce Commission, DNR – Department

of Natural Resources, and DOT – Department of Transportation. Johnson County expects that Proposers will offer expertise on conformance of regulations applying to the services they provide.

3.28 Reimbursements

There is no express or implied obligation for JECC to reimburse responding firms for any expenses incurred in preparing Proposals in response to this Request for Proposal and JECC will not reimburse responding firms for these expenses, nor will JECC pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services.

3.29 Rejection And Waiver

JECC reserves the right to reject any or all proposals and to waive informalities and minor irregularities in offers received. Furthermore, JECC may issue a new or modified Request for Proposal, if doing so is found to be in the best interest of JECC.

3.30 Requirement To Meet All Proposal Provisions

Each Proposer shall respond to all of the specifications and proposal terms and conditions contained herein. By virtue of the Proposal submission, the Proposer acknowledges agreement with and acceptance of all of the specifications except as expressly qualified in the Proposal.

3.31 Right To Protest

Anyone wishing to file a protest concerning (1) the specifications, (2) the proposal procedure or (3) the award of the contract must do so in writing in accordance with JECC's Protest Procedure.

3.32 Security

Any final agreement shall include a requirement for the posting of mutually-agreeable security, such as an irrevocable letter of credit, performance bond, payment bond, or parent company guaranty or guaranty from other mutually-agreeable affiliate.

3.33 Subcontracting

The Services relating to this Project, or any portion thereof, may not be subcontracted without written approval from JECC. All approved Subcontractors shall be listed in the resulting contract or in a written amendment to the contract.

3.34 Suspensions And Debarment

The Contractor hereby certifies, pursuant to 2 CFR pt. 180 and 2 CFR pt. 3000, that neither it nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in the Contract by any federal agency. The Contractor further certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any contracts with Johnson County or the State of Iowa.

3.35 Taxes

Johnson County is exempt from sales tax and certain other use taxes. Any charges for taxes from which JECC is exempt will be deducted from invoices before payment is made.

3.36 Termination Of Contract For Convenience

Johnson County may terminate the Contract at any time by giving written notice to the Proposer of such termination and specifying the effective date thereof, at least thirty (30) calendar days before the effective date of such termination. In that event, all finished or unfinished Services, reports, materials(s) prepared or furnished by the Proposer under the Contract shall, at the option of JECC, become its property. If the Contract is terminated by JECC as provided herein, the Proposer shall be paid for all Services which has been authorized, provided, and approved up to the effective date of termination. JECC will not be subject to any termination fees from the Proposer.

3.37 Termination For Cause And Default

If through any cause, the Proposer shall fail to fulfill in a timely and proper manner its obligations or if the Proposer shall violate any of the terms or conditions of the Contract, JECC shall thereupon have the right to terminate the Contract by giving written notice to the Proposer of such termination and specifying the effective date of termination. In that event, and as of the time notice is given by JECC, all completed Services, reports, and delivered materials shall, at the option of JECC, become its property, and the Proposer shall be entitled to receive compensation for any satisfactory Services completed. Notwithstanding the above, the Proposer shall not be relieved of liability to JECC for damage sustained by JECC by virtue of breach of the Contract by the Proposer and JECC may withhold any payments to the Proposer for the purpose of set off until such time as the exact amount of damages due JECC are determined.

3.38 Warranties - Intellectual Property

Proposer represents and warrants that all the materials, goods and services produced, or provided to JECC pursuant to the terms of the Contract shall be wholly original with the Proposer or that the Proposer has secured all applicable interests, rights, licenses, permits or other intellectual property rights in such materials, goods and services. The Proposer represents and warrants that the materials, goods and services, and JECC's use of same, and the exercise by JECC of the rights granted by the Contract shall not infringe upon any other services or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person, firm, or corporation. Proposer further represents and warrants that the materials and services do not infringe upon the copyright, trademark, trade name, trade dress patent, statutory, common law or any other rights of any person, firm or corporation or other entity. The Proposer represents and warrants that it is the owner of or otherwise has the right to use and distribute the goods and services contemplated by the Contract.

3.39 Warranties - Professional Services

The Proposer shall perform Services for, and furnish deliverables to, JECC pertaining to the Project as set forth in this Contract. The Proposer shall possess a degree of learning, care and skill ordinarily possessed by reputable professionals, practicing in this area under similar circumstances. The

Proposer shall use reasonable diligence and professional judgment in the exercise of skill and application of learning.

Proposer represents that the Services and all of its components shall be free of defects; shall be performed in a manner consistent with the standard of care of other professional service providers in a similar industry and application; shall conform to the requirements of this Contract; and shall be sufficient and suitable for the purposes expressed in this Contract.

Proposer shall be responsible for the quality, technical accuracy, completeness and coordination of all Documents and other items and Services under this Contract. Proposer shall, promptly and without charge, provide all corrective Services necessary as a result of Proposer's acts, errors, or omissions with respect to the quality and accuracy of Services and documents.

Proposer shall be responsible for any and all damages to property or persons as a result of Proposer's acts, errors, or omissions, and for any losses or costs to repair or remedy any services undertaken by JECC based upon the services as a result of any such acts, errors, or omissions.

Proposer's obligations shall exist without regard to, and shall not be construed to be waived by, the availability or unavailability of any insurance, either of JECC or Proposer.

3.40 Withdrawal Or Modification Of Proposal

JECC may allow a Proposer's representative bearing proper authorization and identification to sign for, receive and withdraw the Proposer's unopened proposal prior to the submission deadline. A Proposer wishing to modify its proposal may do so by uploading new files with a notation on the cover page indicating that it contains a modification to the original proposal and identifying the proposal by name, number and updated submission date and time. No Proposal may be withdrawn after the scheduled closing time for receipt of Proposals.

Part 4.0 Proposal Response Format

4.1 Proposal Response Format

Proposals must be submitted in the format described in Section 4.3 of this RFP, using supplied forms where indicated. Failure to follow the format requested, or failure to use the provided forms where indicated, may result in the rejection of a proposal.

4.2 Proposal Submission

The Proposer's proposal must be in the proposal response format outlined in Section 4.3 of this Request for Proposal and delivered pursuant to the following requirements:

1. The Proposer must submit the Functional Proposal and Cost Proposal in PDF format as two distinct electronic files on one (1) USB drive in a sealed envelope. The Proposals should be submitted in their entirety (functional and cost proposals separate) as opposed to separate files broken down by section. **The only exception is the Appendix B Excel Workbook which should be submitted in the original Excel format.** Documents that require an authorized signature must include a scanned copy of the original signature.

2. The Proposer shall submit a formal transmittal letter on official company letterhead that contains the following:

   Statement of Interest: This statement shall indicate the firm's general interest and capability to perform the project. It shall also include a brief summary of any information that might be especially important to JECC.

   Statement of Proposal Life: The proposal must have a proposal life of at least one-hundred eighty (180) days or the length of contract negotiations from the RFP due date. This is the time during which the proposal is a firm offer and a contract may be entered.

   Contact Person: The Proposer shall include the name, title, address, telephone number, and email of the key contact person for any questions regarding the proposal.

   Signature of Authorized Representative: An authorized representative of the firm must sign the proposal and the name and title of the representative must be typed below the signature.

4.3 Proposal Format

JECC expects the Functional Proposal to be divided into ten (10) clearly marked and identified sections which are bookmarked to allow reviewers to navigate between each section of the PDF document. The Cost Proposal (Section 11) must be submitted separately as described

elsewhere in this RFP. The proposal must follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals. **Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.**

The following table describes each section. Proposers should label each section as described in the table and provide a table of contents that includes page number references and links to each section. The paragraphs following the table explain the detail requested for each section and are referenced accordingly in the table. Paragraph numbering within proposals should correspond to question numbers in the detailed RFP.

Table 2. Proposal Format Overview

Proposal Format Overview		
Section	Description	Reference
1	Letter of Transmittal/Executive Summary/Table of Contents	N/A
2	Proposer Background and Experience	4.4
3	Proposer References	4.5
4	System Architecture	4.6
5	System Software and Application Software	4.7
6	System Testing and Acceptance	4.8
7	Implementation and Project Management	4.9
8	Documentation and Training	4.10
9	Support, Warranty, and Maintenance Provisions	4.11
10	Contract Provisions	4.12
11	Cost Proposal	4.13

4.4 Proposal Section 2: Proposer Background and Experience

1. Identify the Prime Contractor and all subcontractors.
2. For each Contractor and Subcontractor, complete and include the Contractor/Subcontractor Information Form (Appendix A – Form A).
3. If the Proposer is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation should be submitted with the proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is not sufficient.
4. Provide background information about:
    a. The Proposer's company history and experience in the market for public safety information systems

b. If a subcontractor is proposed, provide a history on previous work completed together by the proposer and subcontractor. Include the following for each project in which the proposer and subcontractor have worked together:

Agency (include point of contact)

Project date

Applications installed

Responsibilities of each party

5. For the Prime Contractor, complete and include the Contractor Financial Qualifications Form (Appendix A – Form B).

4.5 Proposal Section 3: Proposer References

1. Each vendor (Contractor and Subcontractor) must complete and include the Reference Form (Appendix A – Form C). Each vendor must provide ten references, including at least three references for recent installations (within the past 3 years), three references representing long-standing relationships and installations (greater than 3 years ago) and three references in Iowa. All references must include the applications being sought (CAD, Mobile, Report Writing, RMS and JMS).

2. Include definitions for all acronyms used within Appendix A – Form C.

4.6 Proposal Section 4: System Architecture

4.6.1 **System Diagram**

1. Provide a diagram of the proposed System architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobile data components and interface points, as well as a representation of the System environments (Production, Backup, and Training/Testing).
   - Note: All items listed in Hardware Costs section of the Cost Proposal or associated with implementing a proposed cloud solution must be included in the diagram and vice versa.

4.6.2 **Proposed Hardware Configuration**

1. Complete and include the Server Configuration Form (Appendix A – Form D).
   - All servers required to implement the proposed solution must be included in the Server Configuration Form.

2. Describe the ability of the proposed servers to support the requirements and processing performance characteristics for the volumes described in Appendix C for at least five years from the date of Final Acceptance.

3. Complete and include the Recommended Workstation Hardware Form (Appendix A – Form E).

4.6.3 **Performance and Reliability**

1. Describe the immediate back-up/failover parameters that the System provides in the Production Environment.

2. Describe any impact to systems (e.g., interference to normal operations, system shutdown) that will occur during:

    a. Server upgrades and/or replacements

    b. Application software upgrades/updates

3. JECC expects all System applications to operate concurrently at designed capacity. How will Proposer ensure concurrent operation of all System components without any System degradation?

4. JECC expects the CAD and Mobile applications to meet the availability standards and system performance requirements included in Appendix D. Describe how the Proposer will guarantee this level of System availability both initially and during the life of any license and maintenance contract.

    a. Should the System fail to meet its performance standards, what remedies will be provided to JECC?

4.6.4 **System Failover and Restoration**

The following subsection refers to the back-up/disaster recovery environment and not the production environment. JECC is assuming that the production environment is designed in such a way that will allow for immediate fail-over and back-up (e.g., through the use of clustered servers or similar).

1. Provide a detailed description of the proposed back-up/disaster recovery environment.

2. Do operations automatically failover to the back-up/disaster recovery environment in the event of a failure in the production environment?

    a. What actions must be taken to activate the back-up/disaster recovery environment?

b. How much time is required until operations commence in the back-up/disaster recovery environment when operations in the production environment fail?

3. Describe any limited functionality with which the system will operate during the restoration process.

4.6.5 **Network Compatibility**

1. Describe the network that will be necessary to provide connectivity to the application(s) across participating agencies.
2. Will a dedicated network solely for the proposed applications be required?
3. Describe how the Report Writing application works in an environment of intermittent mobile computer connectivity.

a. Describe any functional limitations of the Mobile, Report Writing and RMS applications in an environment of intermittent mobile computer connectivity.

4.7 Proposal Section 5: System and Application Software

4.7.1 **Operating System**

1. Provide the name and version number of the proposed Operating System for:

a. Servers

b. CAD Workstations

c. Mobile Workstations

d. RMS Workstations (including Civil)

e. JMS Workstations

4.7.2 **System Software Applications and Utilities**

1. Complete and include the Recommended System Software Form (Appendix A – Form F), identifying the name, company, and release level of the following applications and any other programs that the Proposer recommends above and beyond the main applications:
   - Database Management System
   - Communications Protocol
   - Languages/Development Tools
   - Utility/Report Writer Programs

- Administrative Tools

Note: All software must be accounted for within this section. If Proposer is assuming that JECC or Participating Agencies already own required software, those assumptions must be stated. Assume all Windows OS Client Access Licenses will be provided by JECC and Participating Agencies.

4.7.3 **System Backup**

1. Describe the Proposer's recommended approach for System backup.

   a. How will the Proposer's recommended System backup process affect the live operation of the System?

   b. Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.

2. Describe the tasks required by JECC and/or Participating Agency/City/County personnel and the level of technical knowledge required to perform the backup.

3. Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.

4.7.4 **Software License Agreement**

1. Include copies of the proposed standard software licensing agreements.

2. What type of licensing agreement is proposed for each application (e.g., concurrent, named, etc.)?

3. How many licenses are proposed per application?

4. Does the Proposer provide a site license option(s) for all system components proposed? If no, please identify those components for which site licensing is not an option and indicate why a site license would not be the most cost-effective option.

4.7.5 **Major System Components**

1. Use the Excel workbook provided in Appendix B to indicate how Proposer can satisfy JECC's functional requirements. The Proposer should complete the spreadsheet, but should not modify or alter the workbook format in any manner except to provide responses where requested. Modification or alteration of the workbook format may result in rejection of the proposal. The Proposer should submit the workbook as a separate document.

   a. The Proposer should leave the workbook as an Excel file and not convert to .pdf. If the Proposer wants to provide a .pdf version of the Excel

file, it may include it in the main functional proposal document but must still submit the workbook in Excel as a separate document.

b. All detailed requirements in Appendix B are numbered in the Column A. These identification numbers should not be changed or omitted in the proposal.

c. Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal. Proposers are asked to indicate their ability to comply with the requirement using the codes described in the following paragraphs:

- "Y" indicates that the requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to JECC. The cost of requirements receiving this response code is included in the cost of the standard application software. If the software required to meet this requirement is under development or in a test or beta phase, do not answer with a "Y" response. Answer with an "N" response and indicate the development status in the "Comments" column.
- "N" indicates that the Proposer cannot comply with the requirement. If a Proposer is answering "N" because it cannot meet the requirement in its entirety, please indicate why in the "Comments" column.
- "A" indicates that, while the Proposer cannot meet the requirement exactly the way the requirement is stated, the Proposer recommends an alternative no-cost way to meet requirement. The cost of a requirement receiving this response code is included in the cost of the Proposer's standard application software pricing. For example, the requirement can be met via functionality in another module, through standard features in the OS, or through an easy work-around. Responses in this column must be accompanied by an explanation in the "Comments" column. Failure to provide an explanation will result in the response being counted as an "N" response.
- "C" indicates that the proposed system requires a custom software modification to comply with requirement, but does not require third party software. Responses receiving this response code may have an additional cost associated with them. Additional costs for modifications must be listed in the Cost Proposal (Appendix A – Form O) and must reference the specific functional requirement associated with the cost.

- "T" indicates that the Proposer can meet the requirement through use of third-party software. All "T" responses must have supporting explanations in the "Comments" column, including the name of the third-party provider. All third-party software necessary to meet the listed requirements must also be listed in the Cost Proposal. Failure to do so will result in a re-coding of the response as an "N."

Note that a blank response will indicate to JECC that the Proposer cannot meet the requirement. Blank responses will be counted as "N" responses.

4.7.6 **Interfaces and Integration**

1. Complete and include the Interface Identification Form (Appendix A – Form G) for each proposed interface. If an Interface Identification Form is not provided for an interface, JECC will assume that it is not included in the proposed solution.

2. It is likely that JECC will require additional interfaces over the lifetime of the application. As such:

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

   b. Is a repository/warehouse offered that will support a data dump from the proposed applications that would allow third party applications to query the database?

   c. What training is provided for users to develop unique third-party interfaces?

3. Does the System incorporate open data sharing models and standards such as the National Information Exchange Model (NIEM)?

4.7.7 **Security Features**

1. Describe to what level of depth (field, screen, module, etc.) security and permissions may be controlled within an application module.

2. Describe the auditing capabilities of the System (include screenshots).

3. Describe the process (and technical requirements) for which Proposer intends to access the proposed system after it has been deployed to provide remote diagnostics.

4. Does the system support Active Directory?

5. Are passwords enforced per CJIS security requirements?

6. Does the System support CJIS compliant encryption while the data is in transit? If so, explain how it is CJIS compliant.

7. Does the System support CJIS compliant encryption when the System is at rest? If so, explain how it is CJIS compliant.

8. Does the system support SAML for authentication?

9. Does the system support MFA at the application level?

10. What Industry Cyber Security Certifications does your organization have (e.g., CJIS, SOC 2, ISO/IEC 27001)?

11. What Cyber Security Framework(s) does your organization follow (e.g., NIST, GDPR, FISMA, CIS Controls)?

4.7.8 **System Administration**

1. What periodic System management functions should be performed to maintain System performance?

2. How much System Administrator time is needed per week Post-Implementation?

3. Use the Post-Implementation System Staffing Form (Appendix A– Form I) to identify the resources required to provide ongoing support for the system after implementation.

4.7.9 **System Configuration**

1. Describe how the CAD/RMS/JMS system can be uniquely configured, specifically addressing:

    a. User interface

    b. Code tables

    c. Function keys/commands

2. Describe the mechanism to prevent system updates from overriding previous configuration decisions.

3. Describe how the CAD/RMS/JMS supports a multi-jurisdictional environment, focusing on the system's ability to support both system-wide and unique agency configurations.

a. How does the system accommodate unique data collection needs of each agency (e.g., if one agency would like to capture a data element that other agencies do not)?

b. How does the system support unique agency codes and drop-down menus? Will each agency have the ability to have its own codes?

c. How does the system support unique report workflow and approval processes? Will each agency have the ability to determine their own workflow?

4.7.10 **General Functionality Questions**

1. Participating Agencies currently use external/third-party applications to schedule/assign personnel to shifts. Describe your firm's experience providing rosters in CAD from external scheduling applications.

2. Describe how Participating Agencies that do not use Active Directory will be able to log into the system.

3. Describe the point in the workflow during the incident creation process that ProQA is triggered in CAD. Is this configurable?

4. The JECC 9-1-1 server is currently hosted in a remote environment. Describe how the remote 9-1-1 server will broker the connection to CAD. For example, how will the proposed system pull the NG9-1-1 spill from the remote environment into CAD?

5. The State of Iowa uses the Electronic Document Management System (EDMS), powered by eFlex from Tybera, for all mandatory court electronic filings across district and appellate courts. Describe your firm's experience developing an interface from the RMS/JMS to the State Court E-filing system.

6. Please confirm that data queries, regardless of the date range or volume of information queried, will not result in system performance degradation. If there are date range or data volume limits that impact system performance, please identify the limits in your firm's response.

4.8 Proposal Section 6: System Testing and Acceptance

1. JECC requires a review process to verify the Proposer's responses to all of the functional requirements and to confirm that the proposed software meets defined user requirements prior to commencing software implementation. Describe your approach to confirming requirements, determining modifications necessary to meet JECC's specifications and then addressing those modifications.

2. Provide an overview of the roles and responsibilities of JECC and Proposer in designing and executing test plans.

3. JECC requires three (3) types of tests: Functional, Stress and Reliability, and Performance Testing. Please note these tests include interfaces as well as system integration. The following questions are specific to each test:

4.8.1 Functional Testing

1. Describe how each requirement in the functional requirements matrix will be tested.

2. Describe how each interface will be tested.

3. Who will be responsible for writing the test scripts for each requirement?

4. Who will be responsible for conducting the test scripts?

5. At what point in the implementation will this step occur?

6. Are there any limitations on time for completion of testing?

7. Will all applications undergo functional testing?

8. In the event that a functional requirement cannot be met, what is the remediation process that will be taken?

4.8.2 Stress Testing

1. How will the system undergo stress testing?

2. Will it occur in JECC's production environment?

3. What actions will the Proposer take in the event the System fails stress testing?

4.8.3 Reliability and Performance Testing

1. What System performance requirements (e.g., transaction times) will be utilized for baseline performance testing?

2. What system tools will be provided to measure the performance of the system as compared to the agreed-upon standards?

3. Will the Proposer agree to meet these performance requirements over the:

    a. Warranty period?

    b. Lifetime of the System?

4. For how long will the performance and reliability period last? JECC desires a reliability period of at least 90 days.

5. Describe the process should the System fail during the reliability test period, actions that will be taken by the Proposer (including time frames), as well as its effect on the length of the testing period (e.g., will testing be restarted, paused, etc.).

6. Are any actions unique to the severity of the error?

7. If the System continually fails during the acceptance test procedures, what type of reimbursement will the Proposer provide to JECC?

8. JECC will apply the Acceptance Test Plan included in Appendix E. Does the Proposer accept these terms? If not, explain any exceptions and propose alternatives. If an alternative is suggested, at a minimum, provide a sample of the plan that illustrates the process and parameters underlying its test approach.

4.9 Proposal Section 7: Implementation and Project Management

Proposers must clearly label and identify each sub-section for easy reference.

4.9.1 **Project Management**

1. Describe the Proposer's approach to managing an implementation of this magnitude.

2. When configuring/building the applications:

   a. Will JECC start with a "blank" system and be expected to provide all code tables from scratch, or will a baseline set of codes be installed with the delivery of the system?

   b. Will the system come pre-built with all NIBRS-required fields and corresponding data elements?

   c. How will system implementers ensure that JECC and Participating Agencies' build teams do not overwrite or delete NIBRS-required fields?

   d. What type of forms will be provided to assist in the development of code tables (e.g., Excel files)?

3. Include in this section a Statement of Work that breaks down the System implementation by tasks and delineates Proposer and the Participating Agencies' responsibilities within each task.

4. Provide a list of all deliverables that will be provided over the course of the project. Each deliverable listed should note the corresponding phase for which it pertains to.

5. Include in this section a realistic implementation project schedule. For simplicity, assume a January 1 start date.

6. The implementation of a COTS solution is likely to greatly alter the Participating Agencies' business practices.

   a. Describe the process by which the Proposer will work with the Participating Agencies to identify and review current business processes and provide recommendations to improve overall officer efficiency by leveraging the functionality of the System.

   b. What specific documentation will be provided to the Participating Agencies both during and after implementation regarding current and future business processes?

   c. Provide sample documentation of a previous client in which a business process was analyzed and a new process was developed leveraging the proposed software.

4.9.2 **Project Team**

1. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Note that this individual must be available for oral interviews.

2. Include in this section resumes for the proposed personnel.

3. Any personnel from the successful Proposer working directly on the project, or any third party who may be contracted to work on the project by the successful proposer will be subject to a background investigation and fingerprint check before being allowed to work with JECC on the proposed system. Is there any reason that Proposer would object to this condition of the Contract?

4. Describe the process and actions available to JECC should the assigned project manager not meet the performance expectations of JECC, what alternatives are available to JECC?

5. Use the Implementation Staffing Form (Appendix A – Form H) to provide a description of the JECC and Participating Agency personnel required to implement the proposed system. JECC and Participating Agencies must be able to clearly identify from Proposer's response the role of Agency personnel required, tasks they will each be required to complete and number of hours needed during each phase of the proposed implementation.

4.9.3 **Legacy Data Access**

1. Recent database statistics are included in Appendix F to provide an estimate of the scope of system data size and types.

2. Participating Agencies have identified property, evidence, arrests, names, open cases and all incidents/reports as the highest priority data they would like converted to the new system. In addition to this data, Participating Agencies would like to access their remaining legacy data, either by having that data available in the new system or available for querying purposes. JECC is open to alternative proposals and expects to rely on the Proposer's experience with accessing legacy data from its current system to identify the most effective manner in which to access the data. Provide a proposal for accessing legacy data. The proposal should describe:

    a. Multiple approaches and the advantages and disadvantages of each approach

    b. Recommended approach

    c. Proposer's experience with the recommended approach

    d. Participating Agency personnel responsibilities and resource requirements to implement and support each approach

    e. Include costs for each approach as options in the Cost Proposal (Appendix A – Form O)

4.10 Proposal Section 8: Documentation and Training

1. What documentation will be provided as part of this Project?

2. Is the System documentation consistent with instructions supplied by the online help for the proposed Software Applications? Describe any inconsistencies.

3. Will all documentation be tailored to include Participating Agency-specific configuration, requirements or functionality developed during the implementation process?

4. Will the Proposer provide authority to copy documentation for internal use as necessary? State any exceptions.

5. Will the Proposer be willing to provide a complete set of user documentation for the finalist evaluation phase?

6. Is documentation available with upgrades? If so, does the Proposer provide an entirely new set of documentation, or does the documentation reflect only the changes?

4.10.1 **Training**

It is anticipated that the Proposer and JECC will work together to develop a final training plan that will include training formats (e.g., train-the-trainer, end user training, locations, timeframes, curriculum). JECC requires a preliminary Training Plan with the Proposal to assess the Proposer's approach to training.

1. Provide a training plan, including the approach to providing System, Software Application and System Administration training and impacts of a multi-Agency implementation.

2. Use the Training Hours Form (Appendix A – Form J) to provide a description of classes.

   Please note, this is specific to end-user training. Hours that are dedicated to system configuration are not applicable to this section.

3. In total, how many hours are proposed for:

   a. System Administrators

   b. CAD End Users

   c. Mobile End Users

   d. RMS End Users (including Civil)

   e. JMS End Users

   f. Other (Describe)

   Please note, this is specific to end-user training. Hours that are dedicated to system configuration are not applied to this section.

4. Does the Proposer provide refresher training?

   a. If yes, is the cost included as part of maintenance?

5. Does the Proposer provide any computer-based training options (either online or other format) to bring new employees up to speed on the System?

4.11 Proposal Section 9: Support, Warranty and Maintenance Provisions

4.11.1 **Customer Support**

1. Describe Customer Support options that will be provided to JECC, including:
   - Telephone support
   - Web-based support

- On-site support

2. JECC requires an on-demand model for remote support. Describe how remote support is achieved. If unattended/unescorted access is required, are all support staff approved by the FBI Clearinghouse?

3. Does the Proposer support User Groups? If so, describe the user group process as it pertains to future product enhancements.

4. Describe the support procedures for various error Priority Levels. Identify the Priority Level, Priority Description, Response Time and Resolution Time for each error Priority Level. "Priority Level" refers to the categorizing of issues; "Priority Description" refers to the definition of the applicable priority; "Response Time" refers to the time when the Proposer will reply to JECC's request; and "Resolution Time" refers to the time it will take for the issue to be remedied. The response and resolution times described will apply both during the testing periods and post-implementation during the warranty and maintenance period(s).

5. JECC does not expect to pay for service it does not receive and will expect reduction in future maintenance fees for errors not resolved in a timely manner. Explain the compensation the Proposer will offer for:
   - Errors not remedied within an agreed upon number of hours within a given quarter
   - Errors not remedied within an agreed upon number of hours of a given year
   - Errors not remedied with the next release fix

6. Is 24x7x365 support standard or optional for the proposed systems? If it is optional, provide the cost for 24x7x365 in Appendix A, Form O – Optional Costs.

4.11.2 **Warranty**

1. Provide in this section a copy of the Proposer's standard warranty.

2. Will the proposed System include a minimum first year warranty commencing at Final System Acceptance? If not, explain.

3. What performance guarantee will Proposer offer?

4. Does the Proposer warrant that the implemented System will conform with its responses to the functional requirements in Appendix B?
   a. If not, explain.
   b. List any conditions of warranty.

5. Will the Proposer agree to cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?

6. Do any Customer Support provisions differ during the Warranty Period (as compared to during Maintenance Periods)?

4.11.3 **Software Application Maintenance**

1. Include in this section a copy of the Proposer's standard maintenance agreement.

2. What is the process for delivery and installation of fixes, upgrades, and new releases? Specifically:

   a. How often does the Proposer provide software updates and enhancements?

   b. Are updates and enhancements included as part of the standard maintenance agreement, or are there additional costs JECC would incur to apply updates and enhancements?

   c. How are changes to software tested and documented?

   d. Will interfaces be upgraded along with the standard applications? If so, how will Proposer ensure that interfaces are not broken or compromised?

   e. If customizations are proposed, will they be upgraded along with the standard applications? If so, how will the Proposer ensure that customizations are not lost or compromised?

   f. How will software on the MDCs be upgraded? Will updates be pushed to the devices or will updating MDCs require manual intervention?

3. Do system upgrades/enhancements require vendor intervention – either on-site installation or require the scheduling of resources to download and install the upgrade/enhancement?

4. Are updates provided to meet changes in federal and state requirements?

   a. Is there an additional charge for these updates?

   b. If there are additional charges, how are they determined?

   c. How will proposer ensure that State and FBI required code tables cannot be manipulated?

5. How long is maintenance continued for older releases? Will JECC be required to upgrade to the latest release?

6. What training assistance for updates is provided?

4.12 Proposal Section 10: Contract Provisions

1. The successful Proposer will be required to sign a Contract for this engagement with JECC. JECC intends to incorporate the terms and conditions outlined in Part 3.0.

   a. Does the Proposer agree to incorporate JECC's provided terms and conditions?

   b. If the Proposer does not agree to incorporate JECC's provided terms and conditions, identify any section number(s) that is not in concert with the Proposer's provided Contract, describe the discrepancy, and submit the Proposer's alternative language.

2. Provide a copy of the Proposer's travel policy (e.g., restrictions, per diem, etc.).

4.13 Proposal Section 11: Cost Proposal

Submit one electronic copy of the Cost Proposal in .PDF format on the same USB drive as the Functional Proposal in a sealed envelope addressed to the RFP Coordinator. Failure to submit a separate Cost Proposal may result in disqualification of the entire proposal.

Each subsection of the Cost Proposal must be clearly identified and labeled.

Please note that:

- Proposals must be for a fixed price solution.
- All costs for every component referred to in the proposal, including options, must be included in the cost proposal.
- Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the forms provided may be considered non-responsive.
- The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
- Should the Proposer have failed to either include in the price, or to deliver to JECC, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide same at the Proposer's own expense.

The Cost Proposal must be submitted using the Appendix A – Forms K – Q to present a detailed breakdown and summary costs by categories for the following proposed System components:

- Hardware
- System Software
- Application Software
- Implementation Costs
- Optional Costs

The sixth subsection summarizes the total one-time costs, and the seventh subsection identifies recurring system costs for six (6) years following System Acceptance. Both require the use of the provided forms.

In addition to the Cost Proposal, Proposers may attach pricing sheets in their own format.

4.13.1 **Hardware Costs**

1. Using the Hardware Cost Form provided in Appendix A – Form K, list all provided hardware as requested in the "Hardware and System Software" section of the Scope of Services in this RFP.
    - Include total purchase costs and total maintenance costs for each hardware item.
    - The "Annual Maintenance Cost" should represent the average cost of maintenance for 6 years.

4.13.2 **System Software**

1. Using the System Software Cost Form provided in Appendix A – Form L, list all System software proposed for the system as requested in the "Hardware and System Software" section of the Scope of Services in this RFP.
    - Include total costs and annual maintenance costs.
    - The "Annual Maintenance Cost" should represent the average maintenance cost for 10 years.

4.13.3 **Application Software Costs**

1. Using the Application Software Cost Form provided in Appendix A – Form M, list all proposed Application Software.
    a. The Application Software Cost Form includes seven (7) tables that must be completed:

I. Table 1: CAD Application Costs

II. Table 2: Mobile Application Costs

III. Table 3: RMS Application Costs

IV. Table 4: JMS Application Costs

V. Table 5: Interface Costs

VI. Table 6: Other Module/Component Costs

VII. Table 7: Total Application Software Costs

b. All costs required to provide the software functionality requested in this RFP must be included in these tables. The Proposer will be responsible for any costs not accounted for in these tables.

c. The "Annual Maintenance Cost" should represent the first year of maintenance. JECC does not expect to pay for maintenance during the first year of application use after Final System Acceptance.

d. The "Annual Yearly Maintenance Cost Increase (Percentage)" should represent the expected annual increases that JECC can expect for Years 2 – 6.

e. All interfaces included on the Interface Identification Form must be included on the Application Software Cost Form. If there is no cost, please indicate as such. Any interfaces that are additional and not requested should be added to rows at the bottom of the form. Note that the costs associated with interfaces include all costs associated with the development, testing and deployment of the defined interface.

4.13.4 **Implementation Costs**

1. Use the Implementation Cost Form provided in Appendix A – Form N to describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to the following:
   - Installation
   - System Build/Configuration
   - Project Management
   - End-User Training
   - Testing
   - Go-Live On-Site Support

- Travel
- Escrow
- Any other costs (describe)

2. Legacy Data Access options **should not** be included in this section.

3. Note that costs not identified will not be accepted in the final contract.

4.13.5 **Optional Costs**

1. Use the Optional Cost Form provided in Appendix A – Form O to describe and list all optional cost items that could be associated with implementation of the System.

2. Any optional costs to which the Proposer refers in the Functional Proposal must be identified on the Optional Cost Form in order for that option to be considered in the evaluation process.

3. The Proposer must provide a cost for any proposed software modification required to meet functional requirements. If a cost is not provided, it will be assumed that there is not a cost for the modification. If ultimately there will be a cost, the Proposer will be responsible for that cost.

4. Include all Legacy Data Access options within this section.

5. Please note, Optional Costs should not be included when totaling any costs, as described in the following subsections.

4.13.6 **Total One Time Costs**

1. Using the Total One Time Cost Form provided in Appendix A – Form P, present a summary of all one-time costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

4.13.7 **Recurring Costs Summary**

1. Using the Recurring Cost Form provided in Appendix A – Form Q, present a summary of all recurring costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

4.13.8 **Hourly Rates**

1. What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least two years from date of contract signing.

4.13.9 **Payment Schedule**

1. JECC expects the following payment schedule outlined below. Does the Proposer accept these terms? If not, explain any exceptions and propose alternatives.

    a. 10% Upon Approval of Project Plan

    b. 15% Upon Completion of Hardware and Software Installation

    c. 15% Upon Satisfactory Completion of Functional Testing

    d. 15% Upon Satisfactory Completion of Training

    e. 20% Upon Completion of Go-Live

    f. 25% Upon Final System Acceptance

Part 5.0 Evaluation Procedure and Contract Award

5.1 Evaluation Procedures

Proposals will be evaluated by an Evaluation Committee. The Evaluation Committee will consider the completeness of a Proposal and how well the Proposal meets the needs of JECC and Participating Agencies.

5.2 Scoring and Evaluation Factors

The evaluation factors reflect the totality of considerations represented in the requested proposal responses. While cost is important, other factors are also significant and JECC may not select the lowest Cost Proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives for a fair and reasonable cost.

JECC intends to review each written proposal and then invite finalist vendors for system demonstrations. Proposals will be evaluated according to the criteria presented in Table 3 below. Finalist vendors may also be subject to reference checks and site visits.

Table 3. Evaluation Criteria

Evaluation Criteria
Proposer Background, Experience and Financial Qualifications
System Architecture
Application Software, User Interface/User Experience and Integration
Legacy Data Access
Implementation
Customer Support, Warranty and Maintenance
Cost

The Evaluation Committee will formulate its recommendation for award of the Contract based on the totality of information provided in the RFP response and subsequent presentations and/or interviews, if required.

Please be advised that this is the Evaluation Committee's intended approach. The Committee may alter the evaluation procedure (e.g., bypass or modify steps in the process) if it is determined to be in the best interests of JECC. Further, the Evaluation Committee is responsible for a System recommendation and is not the final decision-making body.

5.3 Contract Award and Execution

JECC reserves the right to enter into a Contract without further discussion of the submitted proposal. Therefore, the Proposal should be initially submitted on the most favorable terms the proposing party can offer. The RFP document and the successful party's proposal response, as amended by agreement between JECC and the successful party, may become part of the Contract documents. Additionally, JECC may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from evaluation or in Contract cancellation or termination.

JECC shall not be bound, or in any way obligated, until both parties have executed a Contract. The Proposer may not incur any chargeable costs prior to final Contract execution.