# MILWAUKEE POLICE DEPARTMENT

# NETWORK MONITORING JOB SCHEDULING APPLICATION

## REQUEST FOR PROPOSAL (RFP) 13919

## SCOPE OF WORK

## (JULY 10, 2015)

**Responses to this proposal are due by 2:00 p.m. on:**

**September 10, 2015**

# Table of Contents


I. Introduction……3
II. Milwaukee Police Department Background……4
III.Contact Person……4
IV. Purpose and Objective……4
V. Scope of Work……4
VI. Additional Services……5
VII.Project Schedule……6
VIII.Evaluation of Proposals……7
IX. Proposal Disclosure and Confidentiality……8
X. Submittal Requirements……9
XI. Proposal Format……9
XII. Submittal Documents……9
XIII.Proposal Submittal General……9
XIV.Content of the RFP……10
XV. Other Considerations……10
XVI.Financial Stability/Performance Bond……11
XVII.RFP Results……11
XVIII.Additional Terms and Conditions……11
XIX. Cost Proposal (Bound/Sealed Separately)……13
XX. RFP No. 13919 Proposer's Document Submission Checklist……14
XXI. Attachments……15
XXII.Proposal Appendices……15

**Attachment A:** Vendor Profile and Qualifications……16
**Attachment B:** Proposed Deployment Plan for RFP ……17
**Attachment C:** Specifications Questionnaire……18
**Attachment D:** Implementation……19
**Attachment E:** Training and Documentation……20
**Attachment F:** Support…… ……21
**Attachment G:** References……22

# Scope of Work
# for Request For Proposal (RFP) 13919
# for Network Monitoring Job Scheduling Application

## I. Introduction

This RFP is for a grant-funded "turnkey" commercial off the shelf solution to include all hardware, software, installation, implementation services, and training.

The City of Milwaukee (hereafter known as the City), is soliciting proposals from fully qualified firms to provide the Milwaukee Police Department, known as MPD, with a **Network Monitoring Job Scheduling Application**.

The City of Milwaukee is seeking to replace the existing system of user interventions for the submission, monitoring and checking of background jobs for the MPD's Records Management System (RMS), Computer-Aided Dispatch (CAD), Intellinetics, Morpho Automated Fingerprint Identification System (AFIS), Crime Analytics System, Crime Mapping System and other enterprise wide software systems with streamlined processes and implement a state-of-the-market solution, with a commercial-off-the-shelf (COTS) application, in accordance with the City's RFP No. 13919 Specifications listed in **Attachment C: Specifications Questionnaire for a Network Monitoring Job Scheduling Application dated July 10, 2015** and the **City of Milwaukee RFP No. 13919 Scope of Work (SOW) dated July 10, 2015.**

This RFP will result in a Formal Service Contract funded by a federal grant that will commence from the date of award for a term in accordance with the grant delivery date requirement unless terminated or canceled by the City of Milwaukee, or extended as mutually agreed upon.

The selected vendor will develop a program/service delivery system that will allow them to provide the services listed herein.

Milwaukee is the largest city in the State of Wisconsin and encompasses 96 square miles. It is the 31st most populous city in the United States. Milwaukee is home to 594,833 diverse residents and many thousands more each day that visit and work in our community. Each month, Milwaukee "City of Festivals" hosts more than 150 events, attractions, exhibits and performances. These include major sporting events and the world's largest music festival "Summerfest".

Milwaukee, a City of the First Class, is located in Milwaukee County in Southeastern Wisconsin. This City encompasses 96.8 square miles on the bluffs of Lake Michigan and the confluence of the Menomonee, Milwaukee and Kinnickinnic rivers. Milwaukee was incorporated January 31st 1846, two years before Wisconsin became a state.

The City is served by Interstates 43, 94, 794 and 894 as well as US Highways 41 and 45, numerous state highways and passenger and freight rail. The port of Milwaukee and General Mitchell International Airport also provide access for visitors and goods to and from the city and region.

In the 2012 American Community Survey Estimate, Milwaukee had a total population of 598,916 -- 53 percent females and 48 percent males. The median age was 30.5 years. Twenty-seven percent of the population was under 18 and 9 percent was 65 years and older. Milwaukee is the 30th largest city in the nation and has added 4,083 residents since the 2010 Census.

Milwaukee has a rich housing stock with a total of about 257,000 housing units, 10 percent of which are vacant. Of the total housing units, 49 percent are in single-unit structures, 51 percent in multi-unit structures, and less than 0.5 percent were mobile homes. Seven percent of the housing units were built since 1990. Of Milwaukee's occupied housing units, 41 percent are owner occupied and 59 percent renter occupied. Seventy-four percent of householders of these units had moved in since 2000, and 70% of the owner occupied units had a mortgage.

Milwaukee's labor force is employed in a variety of occupations serving many industries. In 2012, 57 percent of the population 16 and over was employed and 35 percent were not currently in the labor force. Eighty-four percent of the people employed were private wage and salary workers; 13 percent were federal, state, or local government workers; and 3 percent were self-employed in their own (not incorporated) business.

The occupation of those employed are: Management, Business, Science, and Arts Occupations (29.1%); Service Occupations (25.9%); Sales and Office Occupations (22.5%); Natural Resources, Construction, and Maintenance Occupations (5.1%); Production, Transportation, and Material Moving Occupations (17.4%). In 2012, the majority of the civilian employed population 16 years and older in Milwaukee worked in three broad industry categories: Educational

Services, Healthcare and Social Assistance (27.2%); Manufacturing (14.1%); Arts, Entertainment and Recreation, Accommodation and Food Services (11.8%).

Milwaukee is bordered by other cities and villages in Milwaukee County as well as municipalities in Waukesha, Washington and Ozaukee Counties.

## II. Milwaukee Police Department Background

In 2014, the Milwaukee Police Department had an approved budget of over $244 million. The police department employs over 1,800 sworn officers and a civilian staff of over 700 people to support the daily mission and operations of the department. In addition, the police department is supported by many dedicated volunteers that help in a variety of capacities each day. In 2013, the Milwaukee Police Department handled more than 250,000 calls for service.

MPD was created by the City Council of the City of Milwaukee September 3, 1855. City of Milwaukee is in Milwaukee County, Wisconsin.

MPD has seven districts within the City of Milwaukee, and a dedicated Information Technology Staff to support all the districts. A centralized Data Center is located at the Communications and Operations Center.

## III. Contact Person

Karen Jeffries, CPPB, City of Milwaukee Procurement Specialist, will serve as the RFP contact person. All questions and requests for clarification should be submitted in writing to Ms. Jeffries (email preferred) at kdjeffr@milwaukee.gov.

**IMPORTANT**: Proposers are specifically directed NOT to contact any City of Milwaukee (including Milwaukee Police Department) staff for meetings, conferences or technical discussions that are related to this RFP. Unauthorized contact of any City personnel is a cause for rejection of your proposal.

All questions must be submitted via email to kdjeffr@milwaukee.gov by **Tuesday, August 18, 2015.** Questions and responses will be published by **August 24, 2015**.

## IV. Purpose and Objective

The City of Milwaukee is requesting proposals for the provision and implementation of a Network Monitoring and Job Scheduling application to support the MPD network infrastructure. Enterprise Network Management is essential to provide sustainable network viability and long term reliability. We are requesting a solution that provides a single pane of glass to monitor, manage and maintain physical and virtual network activities.

**Funding:** This project is grant-funded through federal dollars for a total of $100,000.

## V. Scope of Work

This Request for Proposal ("RFP") is issued by the City of Milwaukee for the purpose of soliciting fully priced proposals in connection with the provision of a Network Monitoring and Job Scheduling application with the following key objectives:

- Provide a “single pane of glass” solution to monitor network systems.
- Provide a portal for network management
- Deploy an integrated network management application to support MPD’s current and planned physical and virtual network infrastructure
- Reduce the possibility of service interruptions
- Reduce mean-time-to-resolution of network incidents
- Obtain a higher degree of network reliability
- Provide for quicker issue response time through proactive alerting
- Provide greater utilization of resources through effective management

The successful application will be aligned with key business goals of reducing risk, improving service efficiency and minimizing client impact:

- Provide visibility for stakeholders

- Provide the ability to customize
- Provide application development
- The City of Milwaukee has a strong preference towards a single vendor provided solution and aims to procure a turnkey application
- Our procurement objective is to select a vendor able to provide this enabling technology together with the necessary supporting services

The City expects the application to provide PC Client and Web interfaces with supporting utilities. Remote access by IT staff is required. Depending on the architecture of the selected solution, MPD requires multiple instances of the application for test, and production to ensure application performance consistency and reduce upgrade risks.

The City of Milwaukee has a strong preference for an enterprise license with simplicity and transparency of contract terms and cost components. The City expects to pay based on the number of concurrent accounts used by IT staff.

**No consideration will be given for named account licensing structure or licensing based on the number of customer end-users.**

The City of Milwaukee will give strongest consideration to proposals demonstrating the following:

- Ease and speed of implementation with minimal disruption to customer business processes
- Seamless integration across network and server infrastructure and application processes
- Integration between Network Monitoring and Network Management processes
- Competitive cost model that supports a clearly defined ROI
- Simplicity of pricing, packaging, and licensing
- Ease of use for MPD IT staff
- Clientless application Current Systems Environment
- Windows
- Linux
- SQL
- Oracle
- VMWare

**Network equipment summary**:

- Nortel Switches
- Cisco Switches
- Cisco Routers

## VI. Additional Services

Proposals should describe all types of services available from the organization and the standard usage based or personnel hourly fees to be charged for such services.

## VII. Project Schedule

The following is the proposed schedule for the selection process. The City of Milwaukee reserves the right to change the RFP schedule, issue amendments to the RFP, cancel the RFP, or reissue the RFP at any time.

| Date | Process |
|---|---|
| 8/6/2015 | Release RFP |
| 8/18/2015 | Questions Due to Procurement Services |
| 8/24/2015* | Answers to Questions Posted Online via an Addendum |
| **9/10/2015** | **Proposal Responses Due** |
| 9/14/2015 – 9/23/2015 * | Evaluation of Proposals |
| 9/28/2015 – 10/2/2015 * | Short List Demonstration(s) |
| 10/5/2015 – 10/9/2015 * | Reference Checks and Site Visits |
| 10/12/2015- 10/16/2015 * | Selection of the Highest Ranked Proposer |
| 10/19/2015*- 10/23/2015 * | Contract Negotiations |
| 10/30/2015 * | Contract Executed |

### * Tentative Dates- Subject to Change

Proposals will be due **by 2:00 p.m. CST on September 10, 2015 /2015**. Late proposals will automatically be rejected. All proposals should be submitted to:

Karen Jeffries, CPPB
Procurement Specialist
City of Milwaukee
Department of Administration
Business Operations Division
Procurement Services Section
200 E. Wells Street, Room 601
Milwaukee, WI 53202-3560

After the proposals are reviewed, the City will select one or more vendors for follow-up interviews and/or demonstrations to be held in the offices of the City.

The City will base its selection on the information provided during this RFP process including the contents of response to the RFP, information provided during the interviews and demonstrations and information provided by vendor references.

The City is interested in ensuring that the system meets our functional and technical requirements and that the selected vendor has the capacity, qualifications and demonstrated experience to ensure a successful implementation and operation.

All questions regarding this proposal should be submitted via E-mail to kdjeffr@milwaukee.gov **no later than August 18, 2015 at 4:45 pm CST.**

## VIII. Evaluation of Proposals

| Element | Points | Comment |
|---|---|---|
| **PASS/FAIL** | **PASS/FAIL** | **No consideration will be given for named account licensing structure or licensing based on the number of customer end-users.** |
| **Scope and System Overview** | 5 | What is included in the system? What is not included? |
| **Management Plan** | 5 | What technique will be used to implement the plan? |
| **Timetable, Transition** | 5 | Expected timeline? Milestones? Testing? |
| **Project Team Qualifications & Experience** | 15 | Which projects has each person worked on? |
| **Company Qualifications, Experience & References** | 15 | Phone Numbers and Contact Names |
| **Technical/Functional Specifications (including Administration) *** | 25 | Responses required for all categories/sections |
| **Price** | 25 | Need breakdown for each year for first five years |
| **System Warranty** | 5 | |
| **Total Points** | **100** | |
| **Bonus Points** | | |
| **SBE Participation**: Effective Utilization of a City Certified SBE Firm (Optional) Other Services Offered (Optional). Proposers who utilize a City-certified SBE vendor for this contract will be eligible for up to 10 additional points for subcontracting a portion of the work with a city certified SBE vendor. In order to qualify for these additional SBE points, proposers must provide details in their proposal response as to the percentage of the contract that will be subcontracted to the SBE vendor and a description of the meaningful services that the SBE subcontractor will be performing. The Office of Small Business Development Contractor Compliance Plan (Form A) must be completed and submitted with your proposal if you intend to utilize an SBE subcontractor. Failure to return these properly completed forms will result in disqualification from receiving the additional points for SBE participation. | **Up to Ten (10) Additional Points** | |
| If a **Local Business Enterprise (LBE)** is a responsive and responsible proposer, an additional number of points equal to 5% of the maximum number of points used in the evaluation of the RFP shall be applied to the total score attained by the LBE. | **5% of the Maximum Number of Points** | |

* Note: Custom Coding and Custom Modification will result in reduced points

** Detailed Costs required for:

Hardware

Software

Maintenance

Training/Documentation/Professional Services

| |
|---|
| Interfaces<br>Data conversion charges between releases<br>** All costs, for Years 1-5 need to be provided |

Proposals will be evaluated to determine which one best meets the needs of the MPD and the City of Milwaukee offices supported by the MPD. Evaluation and selection of short listed vendors will be based on the information submitted in the proposal. Such evaluation may include, but is not limited to, scripted demonstrations, customer reference checks, clarification conference calls, clarification webinars, written communications or vendor headquarter/reference visits. There may be further information required for clarification purposes after the proposals are submitted. Proposals will be evaluated on their demonstration of relevant technical qualifications, proposed approach for delivery of requested services, successful references, contract terms and conditions, viability and strategic direction.

For all proposals, respondents will provide detailed costs for services and any additional related services available but not specified in the RFP.

The payment schedule will be based on the successful completion of project milestones as City of Milwaukee general policy prohibits the City of Milwaukee Police Department from paying for goods and services in advance of delivery.

All acceptable responses will be scored and used as input for determination of the Short List vendors. Lack of response to requests for additional information or documentation or no response will result in a significant degradation of scores.

The Short Listed vendor(s) will be asked to review their proposals with City management. The City reserves the right to accept or reject any or all proposals, or any part of any proposal, and to waive any defect or technicality, and to advertise for new proposals where the acceptance, rejection, waiver or advertisement would be in the best interest of the City. The City also reserves the right to award in whole or in part, by items, group of items, or by section where such action serves the best interests of City.

The City also reserves the right for its contractors and consultants to participate in the evaluation of proposals and in the selection of the vendor.

Complete and accurate responses to all items are necessary for fair evaluation of proposals.

This RFP is not a commitment to purchase, and any expenditure by the respondent in preparation and submission of the proposal shall not be reimbursed by the City of Milwaukee "City", nor does the City obligate itself with any action taken or cost incurred by a respondent in responding to this RFP.

## IX. Proposal Disclosure and Confidentiality

In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request of Proposal. All materials provided to the City by the respondent are subject to the State of Wisconsin public disclosure laws. Any information contained in the proposal that the respondent desires to claim as proprietary and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The City will try to respect all material identified by the respondent as being Confidential, but requests that respondents be highly selective as to what they mark as Confidential. The City will make a disclosure decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential and proprietary. Marking the entire proposal as proprietary or confidential, and, therefore, exempt from disclosure will NOT be accepted or honored, and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City. Documents identified as Confidential will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City's possession, the information is obtained from third parties without restrictions on disclosure, the information is independently developed by the City without reference to Confidential Information, or the information is required to be disclosed by order of a court or other governmental entity.

If you need further information regarding Wisconsin Law for this section, please refer to current Wisconsin Statutes.

## X. Submittal Requirements

Those organizations interested in responding to this REQUEST FOR PROPOSAL are required to submit their proposal in the following format. Strict adherence to the proposal format is required.

## XI. Proposal Format

A separate response should be submitted for each architecture proposed. For example, if the vendor offers a cloud-hosted, Software as a Service (SaaS) and On-Premises Solution, there should a separate response for each.

## XII. Submittal Documents

**Number of Copies**

**Proposal** – Respondents must provide thirteen (13) copies of their Proposal.

- 8 ½" x 11" – All pages of the Proposal must be submitted on 8 ½" x 11" white paper.
- Original – One (1) copy of the Proposal shall be clearly marked "ORIGINAL".
- Copy – Twelve (12) copies of the Proposal shall be clearly marked "COPY" with One (1) CD-ROM copy.

**Cost Proposal** – Respondents must provide thirteen (13) copies of their Cost Proposal.

- **On Provided Form** – Cost Proposal must be submitted on the document provided with this RFP.
- Original – One (1) copy of the Cost Proposal shall be clearly marked "ORIGINAL".
- Copy – Twelve (12) copies of the Cost Proposal shall be clearly marked "COPY" with One (1) CD-ROM copy.
- Packaged – All thirteen (13) copies of the Cost Proposal shall be submitted in a sealed, single clearly marked envelope marked as follows:

| |
|---|
| **Cost Proposal for RFP 13919 – Network Monitoring Job Scheduling Application**<br><br>**Name of Proposer:** [your company's name] |

## XIII. Proposal Submittal General

The proposal cover page for all copies of the proposal must not only contain the proposers name, address, name of contact person, email address, telephone and fax numbers for the contact person but must also be clearly marked as follows:

| |
|---|
| **RFP #: 13919**<br>**Description: RFP - Network Monitoring Job Scheduling Application**<br>**Closing Date: 2:00 p.m. CST, September 10, 2015**<br>**Submitted by: Proposer's Name** |

Respondents may submit their proposals any time prior to the closing date and time. **Proposals must be received no later than 2:00 P.M. (Central Daylight Time) on 09/10//2015 in Room 601 of City Hall (200 E Wells St, Milwaukee WI 53202)**.

All proposals are time-stamped upon receipt and are securely kept unopened, until the Closing Date and Time. The City, or any official or employee thereof, will not be responsible for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified. **Proposals delivered by electronic means (other than the electronic copy described herein) such as facsimile and e-mail, are not allowed and proposals so delivered will not be considered.**

**NOTE: When responding to this RFP, it is important that proposers follow all instructions very carefully. Submit the proposal in accordance with the instructions details in the RFP. Failure to follow these instructions may result**

**in the proposal being viewed as unresponsive and result in its elimination from further consideration.** Proposals time-stamped after the closing date and time will not be considered and will be returned to the proposer unopened. Regardless of the method used for delivery, proposers shall be wholly responsible for the timely delivery of the submitted proposals to the address detailed below:

Karen Jeffries, CPPB
Procurement Specialist
City of Milwaukee
Department of Administration
Business Operations Division
Procurement Services Section
200 E. Wells Street, Room 601
Milwaukee, WI 53202-3560

## XIV. Content of the RFP

The RFP "Invitation to Bid" document with manually signed signatures and all required attachments, additional pages, addenda or explanations supplied by the Proposer will be considered as part of the proposal response. If an oral interview/presentation is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, all proposals should be submitted initially on the most favorable terms, from both technical and cost standpoint. Elaborate Inclusions (artwork brochures, etc.) unless requested, are strongly discouraged.

## XV. Other Considerations

Factors which include, but are not limited to, quantity involved, time of performance, purpose, financial capacity of vendor, ability to render satisfactory service, use of a City certified SBE vendor, and past performance will be considered in determining status as a responsible vendor. The City reserves the right to request additional information as may be reasonable in order to determine the qualifications of a respondent.

**Follow-up Interviews**
The City may conduct discussions with the highest ranked proposer(s) who submitted a proposal. Proposers must be available for interviews/presentations at City facilities and/or by phone on the specified dates.

**Incurred Costs**
Those vendors submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the City or for participating in any selection or follow-up interviews, including negotiations.

**Jurisdiction, Venue, Choice of Law**
This RFP and any resulting contract shall be governed by and construed according to the laws of the State of Wisconsin.

**Negotiations**
The City may at its sole option, open negotiations with the highest ranked proposer after the proposal closing date and prior to award. If negotiations are not successful, the City reserves the right to negotiate with the second highest ranked proposer.

**Award**
The City will select the respondent whose proposals best meets the City's needs as defined in this RFP. Contractual commitments are contingent upon the availability of funds, as evidenced by the issuance of a formal service contract . All contracts are subject to the approval of the City's legal counsel and the City Purchasing Director prior to execution. Once awarded, the contract may not be altered, changed or amended except by mutual agreement and in writing in the form of a contract amendment.

**Payment Expectations**
The City will develop a milestone payment schedule based on vendor performance. Payments will be disbursed based on the City's acceptance that the desired functionality has been delivered as specified in the contract. Vendors should be prepared to discuss their experience with and willingness to negotiate a contract based on this expectation.
**Exceptions**
Proposer shall clearly identify any proposed deviations from the language contained herein and within all RFP No.13919

documents. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Proposer's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Proposer's proposal, the City will assume complete conformance with this specification and the successful Proposer will be required to perform accordingly. Proposals not meeting all requirements may be rejected**.**

**Confidential Matters:**

**City Data**

All data and information pertaining to this RFP shall be treated by the Proposer and its agents as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, publicity, propaganda, and/or in another job or jobs, unless written consent is obtained from the City.

**Vendor Data**

If any information submitted in the Proposal is confidential or proprietary, the Proposer must complete and include the Designation of Confidential and Proprietary Information with their proposal.

**Contract Administration**

The Department of Administration-Procurement Services Section will handle contract administration. The MPD's designated staffers will direct the vendor(s) in the execution of their work.

**Work Products Ownership**

All analyses, documentation, recommendations and other work products produced for each of the awarded contracts with the City, shall remain the exclusive property of the City.

**Assignment**

The proposer may not reassign any award made as a result of this RFP, without prior written consent from the City.

**Rejection**

The City reserves the right to reject any and all proposals, to waive any informality in the proposals that are received, to accept or reject any or all items in the proposal, and to award a contract in whole or in part. Moreover, the City reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interests of the City.

## XVI. Financial Stability/Performance Bond

The City may request audited reports on a Proposer's financial stability, and if financial stability is not substantiated the proposal may be rejected.

**Include a Statement that your firm will provide a Performance Bond, for the amount of the contract award, or an amount deemed appropriate by the City of Milwaukee, if your firm is awarded a contract as a result of this RFP.**

## XVII. RFP Results

RFP scores will be available to the public after contract execution, which is approximately 90-120 days from the date of opening. All proposers will be sent a Notice of Award letter announcing the name of the proposer receiving the contract along with website access information for the Final Cumulative Score Sheet detailing the scores of all of the proposal respondents.

## XVIII. Additional Terms and Conditions

The following are some of the terms and conditions that the City requires as part of the procurement process. More terms and conditions will be negotiated with the final vendor(s) and will be disclosed as a part of contract negotiations.

**Alternate Terms and Conditions: The City**, at its sole discretion, may entertain alternative terms and conditions.

Alternative terms and conditions may be considered if overall contract performance would be improved but not compromised, and if they are in the best interest of the City. Alternative terms and conditions must be submitted with the proposal and must be clearly identified and detailed in such a way that allows such deviations to be fully evaluated. Alternative terms and conditions are discouraged and unless explicitly accepted by the City are deemed to be rejected.

**Insurance:** The Contract awardee must obtain and maintain insurance in accordance with the coverage requirements specified in the **RFP No. 13919 Insurance Requirements**.

**Service Performance Warranty:** The Contractor warrants that the Services as described in this Agreement will be performed diligently by experienced and competent professionals in a professional and workmanlike manner and with the requisite degree of care and skill exercised by members of the same profession practicing under the same or similar conditions and situations in accordance with all applicable professional standards.

Any reports, studies, photographs, negatives, database information, computer programs or other documents or drawings prepared by the Contractor in the performance of its obligations under this contract shall be the exclusive property of the City and all such materials shall be delivered to the City by the Contractor upon completion, termination or cancellation of this contract. The Contractor shall not use, willingly allow, or cause to have such materials used for any purpose other than the performance of The Contractor's obligations under this contract without the prior written consent of the City.

**Independent Contractor:** The Contractor hereby represents and agrees that it is engaged as an independent contractor and not as the agent, employee or servant of the City; that it has and hereby retains the right to exercise control and supervision of the work and full control over the employment, directions, compensation, and discharge of all persons assisting it in the work; that it will be solely responsible for wages (including withholding of income taxes and social security taxes, workers' compensation) compliance with OSHA and all employment related regulations relating to its employees; and that it will be responsible for its own acts and those of its subordinates, employees and agents during the term of this Agreement. Contractor shall retain the exclusive right to hire and set the terms and conditions of employment for its employees including wages, hours, fringe benefits, duties, grievance procedures and labor relations matters. The City shall not be considered a joint employer, joint venture or partner with The Contractor. All claims on behalf of any person arising out of employment or alleged employment – including without limit claims of discrimination against the Contractor, its officer or its agents – shall in no way be the responsibility of the City; The Contractor will hold the City harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from the City, including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, and retirement benefits.

**Prime Contractor:** If subcontractors are planned to be used, this should be clearly explained in the proposal. However, the prime contractor will be responsible for contract performance and payment whether or not subcontractors are used.

If the Contractor is an individual or sole proprietorship, the following applies:

The Contractor must complete the United States Citizenship and Immigration Services Form I-9, attached.

If the Contractor indicates on such attestation Form I-9 that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

**News Releases:** News releases pertaining to this procurement or any part of the proposal shall not be made without the prior approval of the City. Violation of this paragraph may be grounds for disqualification of the Contractor's proposal.

## XIX. Cost Proposal (Bound/Sealed Separately)

**This element of the Vendor's proposal must be bound separately from the Administrative/Specification Questionnaire response.**

The City would like all recommendations to have a cost analysis (vendor does most of the work; City does most of the work; equal work breakdown between City and vendor). The implementation strategy will be determined during the contract negotiations. The City is interested in knowing the vendors recommendations as the best options. All options should have the goals of cost efficiency and limited disruption of City services.

The Total Project Cost must be broken down by each deliverable item. The vendor should use their best judgment, based on all information contained in this RFP, to determine all core software, optional software, and professional services which are needed to result in a highly successful project for the City.

The vendor should explain and provide details of any conditions that might increase or decrease the cost of the proposed services, or any assumptions made to arrive at the cost listed. State the units for the proposed cost of these services, such as hourly cost or per employee cost.

Prices submitted shall be valid from the due date of the response or until such time a contract is signed, unless both parties agree in writing.

**Deliverable costs** may include but need not be limited to the following:

- **Software License** – List the cost per user seat, number of concurrent users, by site or by transaction. Individual modules should be listed as separate line items.
- **Optional Software Modules –** List the cost per user seat, number of concurrent users, by site or by transaction for optional, add-on modules of software. The vendor should make a recommendation regarding which optional software modules are appropriate based on the size, scope and objectives of this project.
- **Customization Costs** – the cost per customization in hours, days or total cost for customizations required by the system to implement the requirements in the *Scope of Work/Attachment C: Specifications Questionnaire*.
- **Project Implementation Costs** – The cost to implement the project, including the following costs:
  - **Project Management** – The vendor's project manager assigned to the project is responsible for all planning, scheduling, budget management, issue reporting, status reporting, resource coordination (both City and Vendor), and issue resolution related to the project, working in conjunction with the City technical project manager and functional project manager.
  - **Project Planning/Requirements** –Includes project scope development, detailed project plan and gathering and mapping out requirements according to City business processes.
  - **Installation and Configuration** – Installation and configuration of vendor's software according to requirements developed. Should include at least three environments – test, staging/training and production.
  - **Integration/Migration/Conversion** – Services should include mapping, scripting, evaluation and production. Please describe any assumptions made in estimating this cost.
  - **Testing/Acceptance** – City IT staff and representatives from each functional area of end users will test and review the system and will require vendor's support and recommendations regarding any changes needed on an ongoing basis until final acceptance.
  - **Start-up/Deployment Support** – Vendor's support provided during production deployment timeframe, both on-site and offsite.
  - **Travel and Expenses** – Travel costs and expenses for all on-site implementation services.

- **Training** – Costs for on-site training, off-site training, or Internet facilitated training. Categorize training costs by user type. On-site training preferred for initial training.
- **Software Maintenance & Support Fees** – The cost of annual software maintenance and support fees for the first year. Please specify what these fees include. List cost options (24/7 versus 10/5 support). Please state the maximum escalation cost per year or state how the escalation will be based on the consumer price index.
- **User Support** – Describe types of user support available and associated fees, if not included in software maintenance.
- **Professional Services** – Describe rates for optional, as-needed services.

## XX. RFP No. 13919 Proposer's Document Submission Checklist

| ✓ | **REQUIRED DOCUMENTS AND SEQUENCE RFP 13919 ("GENERAL" TAB CONTENTS LIST INCLUDED)** |
|---|---|
| | PROPOSERS ARE REQUIRED TO SUBMIT AT TOTAL OF THIRTEEN (13) - (THREE-RING BINDER BOUND PREFERRED) HARD COPIES OF THE PROPOSAL (ONE (1) CLEARLY MARKED **ORIGINAL**, TWELVE (12) CLEARLY MARKED **COPIES**, AND ONE (1) CD-ROM ELECTRONIC COPY.<br><br>**COST PROPOSAL SHOULD NOT BE INCLUDED IN THE ELECTRONIC COPY:** |
| | COVER PAGE WITH DETAILS AS INDICATED HEREIN |
| | TABLE OF CONTENTS WITH TABS CORRESPONDING TO THE REQUIRED SUBMITTAL SEQUENCE LISTED IN THE SCOPE OF SERVICES |
| | A SIGNED COPY OF THE RFP BINDING SIGNATURE PAGE ALONG WITH ALL OF THE OTHER RFP (INVITATION TO BID) PAGES |
| | SIGNED COPIES OF ALL ADDENDA, IF APPLICABLE |
| | SIGNED AND NOTARIZED COPY OF COPY OF SBE FORM A, IF APPLICABLE |
| | SIGNED COPY OF THE DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION DOCUMENT |
| | SIGNED AND NOTARIZED COPY OF THE SLAVERY DISCLOSURE AFFIDAVIT, IF APPLICABLE |
| | SCOPE AND SYSTEM OVERVIEW |
| | REFERENCES – IN ACCORDANCE WITH THE RFP SCOPE OF SERVICES |
| | FINANCIAL STABILITY/PERFORMANCE BOND STATEMENT OF AGREEMENT |
| | COST PROPOSAL – ALL THIRTEEN (13) COPIES OF THE COST PROPOSAL (ONE (1) CLEARLY MARKED **ORIGINAL** AND TWELVE (12) CLEARLY MARKED **COPIES** WITH ONE (1) CD-ROM COPY SHALL BE SUBMITTED IN A SINGLE CLEARLY MARKED SEALED ENVELOPE.<br><br>**THE OUTSIDE OF THIS ENVELOPE SHALL BE CLEARLY MARKED:**<br><br>**"COST PROPOSAL FOR RFP 13919 – NETWORK MONITORING JOB SCHEDULING APPLICATION" AND THE NAME OF PROPOSER**. |
| | **NOTE:**<br><br>**THE ORIGINAL COPY OF THE PROPOSAL AND ALL OF THE DOCUMENTS REQUIRING AN AUTHORIZED SIGNATURE INCLUDING THE COST PROPOSAL ARE TO BE MANUALLY SIGNED.**<br>**(NO FACSIMILES)** |

PLEASE NOTE THAT THE INFORMATION BEING REQUESTED IS MATERIAL TO THE NATURE OF THIS REQUEST FOR PROPOSAL. FAILURE TO SUBMIT THE ABOVE REQUESTED INFORMATION WITH YOUR PROPOSAL AND IN THE SEQUENCE DETAILED HEREIN AND THE SCOPE OF SERVICES MAY RESULT IN YOUR PROPOSAL BEING DEEMED NON-RESPONSIVE. PLEASE MAKE SURE THAT THE DOCUMENTS YOU SUBMIT WITH YOUR PROPOSAL FULFILLS ALL OF THE REQUIREMENTS SET FORTH IN THE RFP.

## XXI. Attachments

Please provide responses to the questions and requests for information in the following attachments. Wherever space is limited and further details are necessary, please provide your own attachments.

A. Vendor Profile and Qualifications
B. Proposed Deployment Plan for RFP
C. Specifications Questionnaire
D. Implementation
E. Training and Documentation
F. Support
G. References

## XXII. Proposal Appendices

### Title Page

Present the subject of your proposal, the name of your organization, address of the office that will be providing the services, name of the contact person and the date.

### Table of Contents

Present a clear and comprehensive identification of the contents of your proposal by section and by page number.

### Letter of Transmittal

- **A signed letter of transmittal is required. Within this letter include statements to the following:**

- Your organization's understanding of the work to be accomplished.
- That upon award of this contract, your organization will make a positive commitment to perform the implementation work within the scheduled time period.
- A summary of the work with a statement indicating if fees are fixed, complete, inclusive or negotiable.
- The name of the individuals who will be authorized to make representations for your organization, their titles, addresses, and telephone numbers.
- That the signatory of the transmittal letter has authority to bind your organization.

## Attachment A: Vendor Profile & Qualifications

**Please answer the questions below:**

Respondent Contact Information**: Name**, **E-mail, Phone**

- Address of office which would fulfill this contract:
- Company: Address: City, State, Zip

**Company Stability:**

- Year business was established:
- Number of years in business related to RFP: Total number of customers:
- Total number of installations of this package (the one that the vendor is proposing): Total number of installations of this package still in use with maintenance contracts:
- Total number of maintained installations of this package that are used to support city and/or county government:

**Company Structure:**

__ Sole Proprietor
__ Partnership
__ Corporation
__ Government

- Number of people currently employed:
- Number of on-staff developers?
- Number of full time technical support staff? Number of professional services staff?

**Long-term business strategy:**

- List your five primary product offerings, ranked by contribution to revenue An outline of the product line-up you currently support.
- Give a description of your geographic reach and market penetration. Give an outline of your current and future strategies in the marketplace Give an outline of your partnerships and relationships to date.
- Describe your company's strategy for the product(s) included in this proposal.

**Financial:**

- Company- wide annual sales volume:
- Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.
- What is your profit growth history for the past three years?
- Attach a recent Dun & Bradstreet report

**Financial Stability/Performance Bond:**

The City may request audited reports on a Proposer's financial stability, and if financial stability is not substantiated the proposal may be rejected.

**Include a Statement that your firm will provide a Performance Bond, for the amount of the contract award, or an amount deemed appropriate by the City of Milwaukee, if your firm is awarded a contract as a result of this RFP.**

## Attachment B: Proposed Deployment Plan for RFP

Fill out the following cost breakdown for the implementation of your software solution for MPD's Network Monitoring project as described in this RFP. The vendor must agree to keep these prices valid from the signature date of the proposal.

The following table is to be used as a guide for your response. Please indicate the types of pricing/installation models offered by your enterprise by placing an 'X' under the"Available" column. If a model is not offered, please indicate this by placing an 'X' under the "Not Offered" column.

| Deployment Models | Available | Not Offered |
|---|---|---|
| Premise-based client-server model | ☐ | ☐ |
| Premise-based browser-server model | ☐ | ☐ |
| SaaS | ☐ | ☐ |
| Other (please specify) | ☐ | ☐ |

**Cost Proposal Category Descriptions:**

**Hardware:** List, describe, and record the cost of each piece of hardware that is required to optimally run the software.

**Software Licensing:** List, describe, and record the licensing, implementation, maintenance, support, and training fees associated with your proposed software.

**Third-Party Software (Middleware):** List, describe, and record the cost of each piece of software (including operating systems) that is required to optimally run the software.

**Installation:** Describe any labor, equipment, supplies, or other costs associated with installing your proposed software.

**Integration:** Describe any labor, equipment, supplies, or other costs associated with integrating your software into MPD's current architecture and back-end systems.

**Maintenance:** Describe and cost out any other ongoing costs associated with the operation and maintenance of your proposed software.

**Documentation & Training:** If there are fees associated with your user or technical documentation, list them here.

**Other:** List and describe any other costs associated with your proposed software solution\

**Please provide responses to the following questions.**

1. Will you provide a 90-day proof-of-concept money-back guarantee (a risk-free trial period on the software during Which the City can return it for a full refund)?

2. Will you provide full source code in the price of the software?

3. What is the typical ratio you have historically seen among your customers of implementation cost to software cost?

4. Will you provide a guaranteed not to exceed cost for any work you do for the City of Milwaukee?

5. Please confirm that all training and implementation will be included in the cost quoted.

## Attachment C: Specifications Questionnaire

**(See Separate Attachment C: Word Document for Recording of Responses)**

## Attachment D: Implementation

**Please provide responses to the following questions. Provide your own attachments for questions that require long answers.**

1. Provide a brief overview of your professional services and integration services organization.

2. Include a description of your methodology, tools used to manage the project, change control procedures, and common communication methods.

3. What is the methodology you use to track project progress vs. plan from both a work completed and a financial standpoint?

4. What is the typical implementation timeframe for an organization of MPD's size?

5. Provide a sample schedule or work plan showing high level activities and milestones for implementing your application at the City of Milwaukee Police Department..

6. Provide a biographical summary of the team leader and all key employees to be assigned to the project.

7. Supply contact information on the following personnel in your organization.
   - Local general representative.
   - Local contract administrator.
   - Local support manager.
   - Local technical support representative.

## Attachment E: Training and Documentation

**Please provide responses to the following questions. Provide your own attachments for questions that require long answers.**

1. Describe your company's training services and methods for delivering training.

2. Describe the training and skill levels anticipated for MPD employees.

3. Estimate how many MPD staff hours per month are necessary to administer the application?

4. Is training curriculum tailored to implementation specifications or is it generic?

5. Give examples of what companies have done to successfully implement your product.

    a. In terms of administrative training.

    b. End user training.

## Attachment F: Support

**Please provide responses to the following questions. Provide your own attachments for questions that require long answers.**

1. Describe your company's ongoing support and services.
2. What type of issue tracking system does your company use?
3. Is on-site support and troubleshooting available?
4. When a call is placed to your support organization, who is the first person we talk to and what is the person's background and experience with the software?
5. What is the average amount of time that lapses between a report of a non-mission-critical bug and the 'fix' becoming available in the software?
6. What is the average technical support person's experience level and tenure with the company?
7. What is your typical release schedule for patches and upgrades?
8. Identify the type of support provided within the scope of this proposal, and the hours during the day in which this support is available (example: 1st level support Mon-Sun 24x7, 2nd level support Mon-Fri 6:00 am-6:00 pm CST, etc.)
9. Identify the geographic locations where your support calls are handled, by 1st level, 2nd level, etc.
10. Are supports calls handled by your own staff or contracted out to a 3rd party?
11. How many support calls do you process on average per month for the product(s) in this proposal?
12. Provide sample reports for each major area specified in Attachment C: Specifications Questionnaire.
13. Can the dashboards be customized and is there a limit to how many dashboards can be used?

## Attachment G: References

**The City of Milwaukee reserves the right to review resumes, check credentials, perform background checks, at the Proposer's expense, and approve or disapprove the assignment or reassignment of vendor personnel.**

1. List five reference accounts from existing customers as evidence of your performance on similar contracts. Among the five, include as many of the following as possible:

   - one that has been using your system for over five years
   - one that purchased within the last year
   - one or more that support city and/or county government
   - one or more that that service multiple business units within one organization

2. References must be willing to discuss the technical and performance aspects of the vendor's installed solutions(s) with the City and the MPD.

**The following format must be used for each of the five references:**

**Customer's organization name:**

- Address
- Contact name
- Contact title
- Telephone number
- E-mail address:
- Implementation date:
- Current number of licensed seats
- Current number of IT staff
- Current number of customer end users supported: Brief project description

3. Attach a reference listing of outside publications, such as magazine reviews, which have evaluated your software in the past 12 months.