

City of Portsmouth
Portsmouth, New Hampshire
Police Department

REQUEST FOR PROPOSALS

The City of Portsmouth, NH - Police Department is seeking proposals for Law Enforcement Employee Scheduling & Timekeeping Software. Sealed Proposals plainly marked "Police Department RFP #48-13" on the outside of the mailing envelope, addressed to the City of Portsmouth Purchasing Department, 1 Junkins Avenue, Portsmouth, New Hampshire 03801 will be accepted until 2:00 p.m., July 11, 2013.

All proposals submitted must be valid for at least ninety (90) days from the proposal due date in order to be considered.

Proposal specifications may be obtained from the City's web site at <http://www.cityofportsmouth.com/finance/purchasing.htm> or by contacting the Purchasing Coordinator at the above address, or by calling the Purchasing Coordinator at 603-610-7227. Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website under the project heading.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it may deem to be in the best interest of the City and to negotiate the terms and conditions of any proposal leading to execution of a contract.

The City retains the right to request selected vendors to demonstrate their product. These product demonstrations will be held on City premises.

Questions may be directed to the Purchasing Coordinator, in writing, at lemacgin@cityofportsmouth.com. Questions will be accepted until 4:30 p.m., June 28, 2013.

INTRODUCTION

Purpose

The Portsmouth Police Department is requesting proposals for a law enforcement scheduling (shift and outside work details) and timekeeping system. The scope of products and services include: application software with download capabilities for payroll related items, configuration, implementation, testing, training, and ongoing maintenance and support.

Background

Portsmouth has a resident population of ~21,000, but the daily population swells to over 40,000-60,000. Portsmouth is also a tourist/event destination and the number of visitors can swell to over 100,000 for special events. This presents challenges in scheduling regular shifts, as well as, outside work details for the many events and attractions in the city.

The Portsmouth Police Department is comprised of 61 sworn officers and 19 civilians (including 10 dispatchers). Last year, a man power study recommended flattening the sworn supervisory staff structure and budget constraints will potentially reduce the civilian staff. Although the department has automated many systems to date as funds allowed, from crime analysis to payroll, recent manning recommendations and potential reductions necessitate procedural and processing changes to significantly streamline operations in this area.

Current Environment

The Portsmouth Police Department currently performs the following tasks in a paper and/or spreadsheet format:

- Quarterly Shift pick
- Shift scheduling
- Management of the shift (lining officers out for leave, training, and back-fill overtime shifts as needed, etc.).
- Scheduling of out side work details
- Bi-annual Vacation Picks

Notification of shifts that need to be filled are written in one location to be viewed/signed up for or, if it is short notice, shifts are filled via phone calls made by the station officer. The same process is in place for outside work details.

The department utilizes an attendance software system that tracks approximately 25 types of work absences (such as annual, training, injured, FMLA, etc.) and bank balance/usage of annual, sick, personal and compensation time. The employee can log-in anytime while on-site and view his/her current data. In addition, management can view employee's data for purposes of authorizing leave/verification of available leave balances.

All of the above follows specifications delineated in Standard Operating Procedures and the union contracts (Ranking Officers, Non-ranking, Civilian and Management) and individual contracts.

Leave, overtime, outside work detail information (including vendor/job information) is data entered remotely into the city's customized payroll "sub-system" called "Portpay" for upload into the city's main municipal software, Pentamation, on a bi-weekly basis.

Goals

Increase efficiency

Track status of shift/vacation picks and time off requests.

Provide real time data - such as providing warnings to command staff of minimum manning levels

Reduce staff call time

Improve data analysis

Improve and have flexible query capability for standard and customized reports

Reduce manual entry

Reduce redundant staff efforts

Improve communication

Ease of use

Description of Project

The Portsmouth Police Department is seeking to AUTOMATE the functions of shift pick, shift scheduling, fill of open beat shifts (overtime), employee time and attendance, outside work detail scheduling, as well as track and report on overtime (currently use over 120 overtime codes and by-shift data).

A software program with these capabilities must also have the ability to download applicable payroll/attendance/outside work detail applicable fields in a file for upload into the City's PortPay payroll system.

The software product will allow for the following general requirements:

- shift pick
- shift scheduling
- filling of open beat shifts (overtime)
- employee time and attendance
- outside work detail scheduling
- overtime tracking/reporting
- potential future expansion
- Hardware Environment

Base your recommendations on the current and also the potential future size of the department and expansion to other departments in the city with similar needs.

DELIVERY

The Price Proposal Form should be completed to indicate the proposed delivery date. The City requires that the successful proposal include a delivery date within 3 months of contract execution.

SELECTION CRITERIA AND PROCESS

A review committee will rank the proposals.

The ranking/selection criteria include, but are not limited to the vendor's ability to:

- Meet the functional and technical requirements described in this RFP.
- Provide a cost-effective solution that meets the financial goals of the City.
- Provide quality, timely, cost effective implementation and support services.
- Demonstrate stable, consistent product operation, system expertise and excellent service as evidenced by site visits and client references.

The City reserves the right to obtain clarification of any point in a vendor's proposal or to obtain additional information necessary to properly evaluate a proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of the vendor's proposal.

The city will attempt to negotiate a contract with the highest ranked vendor. If a satisfactory contract cannot be reached, the city may proceed to the next ranked vendor or exercise any of its reserved rights.

QUALIFICATIONS OF VENDOR

The vendor must have an established reputation for reliability and quality performance implementing and supporting the proposed software. Each vendor must complete the "Vendor's Qualification's Statement" to be submitted with the Proposal.

Supporting material should include references for related Law Enforcement agency contracts for the previous three (3) years and may include other information pertinent to the product or work to be performed. References must be provided on the "Vendor Customer Reference Form" to be submitted with the Proposal.

RESERVATION OF RIGHTS

The City reserves the right to undertake such investigation as it deems necessary to evaluate the qualifications of the vendor and to evaluate the proposal submitted. Vendors may be requested to execute releases for information. Failure to provide a release upon request will result in disqualification.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it may deem to be in the best interest of the City and to negotiate the terms and conditions of any proposal leading to execution of a contract.

MISCELLANEOUS INSTRUCTIONS AND INFORMATION

Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website at <http://www.cityofportsmouth.com/finance/purchasing.htm> under the project heading. Addenda and updates will **NOT** be sent directly to firms. Vendors submitting a proposal should check the web site daily for addenda and updates after the release date. Firms should print out, sign and return addenda with the proposal. Failure to do so may result in disqualification.

Questions may be directed to the Purchasing Coordinator at 603-610-7227 until 4:30 p.m., June 28, 2013.

Proposals submitted will be maintained confidentially only until the City reaches a contract with a vendor or the City cancels/rejects all proposals. Thereafter, proposals are available for public inspection.

In the event that a vendor desires to submit information confidentially, the vendor must seek the City's prior agreement to such submission. The City discourages the submission of confidential information. With the exception of certain financial records and highly technical/trade secret materials, such agreement is generally not forthcoming.

PROPOSAL REQUIREMENTS AND FORMAT

Each vendor shall submit 6 copies of the Proposal. Proposals shall be submitted to the City of Portsmouth Purchasing Department, 1 Junkins Avenue, Portsmouth, New Hampshire 03801 no later than 2:00 p.m., July 11, 2013. Proposals shall be identified prominently as follows: "Police Department RFP # 48-13.

Proposals shall follow the following format:

Part 1

Introductory Letter of Vendor (no more than 2 pages).

Part 2

Complete the Vendor Qualification Form

Part 3

Respond to the Proposal Guidelines

Part 4

Complete Functional Requirements Form

Part 5

Complete Vendor Customer References Form

Part 5

Complete Price Proposal Form

VENDOR QUALIFICATION FORM

Vendor Name	
Headquarters Location	
Locations of all other office/business/manufacturing facilities	
Number of Years in Business Under Present Name	
If in business less than 10-yrs under present name, please disclose any prior business identity and date(s) of transition	
Where organized/state of incorporation	
Is the organization registered to do business in the State of New Hampshire and if so, please identify the registered agent for service of process.	
Total Gross Revenues:	
Total Gross Revenues Public Sector:	
Does your company have current pending or threatened litigation? If yes, explain in detail.	

The solvency of vendor is a concern of the City. If requested, vendor must submit an audited financial statement from a nationally recognized accounting firm from the most recent fiscal year. The City is prepared to maintain the confidentiality of the financial statement to the extent permitted by law if requested by the vendor and the statement is clearly marked confidential. Financial statements designated confidential will be returned at the completion of the selection process. Failure to submit such a statement may result in rejection of a proposal.

Please list on a separate page all litigation or arbitration commenced by or against your company within the last 7 years regarding claims of defectiveness, breach of any warranty, breach of

contract. Identify the parties, the date commenced, a brief description of the claim, and the Court or forum in which the claim was adjudicated and resolution/status.
Provide proof of existing levels of product liability insurance.

Signed under the pains and penalty of perjury this _____ day of _____, 2013.

By: _____

Its: _____

_____ personally appeared before me and swore that he/she is a duly authorized representative of _____ and that the foregoing statements are true and correct to the best of his/her knowledge and belief.

Dated: _____

Notary Public/Justice of the Peace
My commission expires: _____

PROPOSAL GUIDELINES

1. Hardware Environment

- a) Describe the recommended overall system hardware configuration, including the components and peripherals.
- b) Describe the recommended service and workstation configurations, including descriptions of central processing unit(s), networking hardware, drives, power supplies, printers, and any additional components and peripherals.
- c) Provide the number of employees supported by the proposed hardware configuration.
- d) Describe requirements for the notification and alert systems.

2. Software Environment

- a) Name the programming language(s) that were used to develop the system.
- b) Describe the reporting tools that are provided as part of the system or that are compatible with the system.
- c) Describe the methods used by the system to prevent errors and to recover from errors.
- d) Describe the methods used by the system to archive and or purge data
- e) Describe the basis for software licensing for the system (e.g., named user, concurrent user and site license.
- f) Indicate whether any or all of the source code is provided to the customer so that the system can be enhanced and customized for the particular customer.
- g) Describe the development tools that are provided to allow customers to enhance and customize the system.

Include if the system requires vendor intervention to update and modify business rules, or if this can be done by trained in-house IT personnel.

- h) Describe any third party software products that are part of the system.

3. System Security

- a) Describe the security provisions provided by the system.
- b) Describe all security, accounting, and other certifications that apply to the system.
- c) Describe the ability of the system to track, and recover if necessary, configuration, changes, user updates, and data modifications and deletions.
- d) Describe how the system controls user access to specific functions, forms, reports and data fields.
- e) Describe how the system protects data during transmission from or to external systems.
- f) Describe how the system protects sensitive information from disclosure.
- g) For systems that provide a web component, describe how the system verifies user identities and protects information.

- h) Describe if the system integrates with active directory security groups and if so, what are the password rules?

4. System Interfaces

- a) Describe the standard interfaces provided with the system that allow external systems to pull data from and post data to the system.
- b) Describe the protocols used by the system to communicate with external systems.
- Include a detailed explanation of how the system will provide inbound and outbound communication. For example, if 48 people have to be notified of an outside work detail and there is one phone line and the message is two minutes long, that notification would take 96 minutes to complete.
 - Include if the user is to provide employee cell/pager providers to make the system work
- c) Describe the ability of systems users to create custom reports and data extracts.
- d) Describe the redundancy and error correction features provided by the system.
- e) Describe the methods available with the system that allow system users to configure, customize and update the system (custom menus, configuration files, database views, etc.) to facilitate reporting and communication with external systems.

5. Web-based Services

- a) Describe the features provided by the system that allow users to interact using the internet.
- b) Describe the technology used to provide web-based services.
- c) Describe any special security considerations.
- d) Describe how data integrity and security are maintained during transmission across the internet.

6. Implementation & Training Program

Please provide a detailed plan for implementing and for providing training for the proposed system. Utilization of “Go To” meetings, Skype or other means of remote communication is expected during the system design and data conversion. However, installation, implementation, training, and system testing/trouble shooting will require the vendor to be on-site at the Police Department.

This information should include:

- a) Example Implementation plan from a previous implementation of similar size and complexity.
- b) Implementation and training approach
- c) Estimated hours required for department staff to support system set up, configuration, and start-up.
- d) Training course descriptions, by type of user, including number of hours per day and total duration.
- e) Describe how you conduct product acceptance testing and explain how it will ensure the system is ready for production.

7. Maintenance and Support Program

Please explain any post-implementation support that is offered. Include in your response the following:

- a) The type of support available (e.g. telephone, web-based), hours of operation using Eastern Standard Time, average response time and any level of service options.
- b) Problem reporting and resolution procedures.
- c) The method used to calculate maintenance fees (e.g. # of users, % of software purchase, standard # of years, option to renew, percentage of increase for renewal).
- d) Maintenance release schedules including frequency and method of distribution.
- e) The methods used to control software configurations.
- f) A description of the types of system customizations that are available.
- g) Describe the backup and recovery best practices for the system you are proposing

FUNCTIONAL REQUIREMENTS

In this section the Respondents must answer general questions about their product and services.

Features

Response Legend	Description
Yes	Existing functionality. Request is currently met in existing version of product
No	Request cannot be met and is not included in proposal
Custom	Customization required. Request not currently available, but can be provided as an enhancement or modification to the baseline product or by custom development and integration with product

All user defined policies, rules, procedures, and codes will be provided by the Portsmouth Police Department.

Item #	Description	Response	Comments: If more space is required, comments may be supplied in the form of an Appendix.
General			
A1	Company should have established experience in providing automated scheduling systems with complete notification/alert systems, and auditing features to the public safety industry		
A2	System should provide an integrated system that accommodates inbound and outbound communication that includes: user leave requests and overtime or outside work signup, messaging, overtime or outside work offers, and the ability for supervisors to approve leave and overtime requests.		
A3	System must support and industry standard relational database		
A4	System must allow the department to create and edit business rules to govern all scheduling and leave issues applicable to personnel in multiple collective bargaining contracts and, as well as those in non-union positions.		

A5	The system must allow user-defined and editable business rules to govern leave policies, set schedules, set staffing levels, fill vacancies, handle off duty work schedules, call out for specialty units, and other types of circumstances that govern scheduling.		
A6	The system must provide a means to update and modify existing business rules, collective bargaining rules, and operating protocols.		
Employee			
	The employee master must have the following fields:		
B1	Employee ID # (employer assigned)		
B2	First Name		
B3	Last Name		
B4	Middle Initial		
B5	Address line 1		
B6	Address Line 2		
B7	City		
B8	State		
B9	Zip		
B10	Status: (Active, Inactive, Probationary, Trainee)		
B11	Date of Hire		
B12	Date of Termination		
B13	Contact Phone # (employee must have access to change as needed)		
B14	Email (employee must have access to change as needed).		
B15	Pager (employee must have access to change as needed).		
B16	Job Title/Rank		
B17	Acting job title (Service out of rank)		
B18	Rate of pay		
B19	Rate of overtime pay		
B20	Rate of outside work pay		
B21	FTE		
B22	Seniority		
B23	Bargaining Unit		
B24	Badge Number		
B25	Specialty team affiliation		

	The system should:		
B26	Provide the ability to check for duplicate records when creating a new record		
B27	Provide each employee a graphical and user friendly scheduling calendar that reflects: <ul style="list-style-type: none"> • Working schedule • Time off/absence by category • Accrued leave balances by: <ul style="list-style-type: none"> ➤ Annual ➤ Sick ➤ Personal ➤ Compensation Time • Shift Swaps • Holidays 		
B28	Allow the employee to query their current schedule		
B29	Provide a notification of available overtime or outside work opportunities.		
B30	System must be capable of allowing users to electronically submit requests for use of accrued leave as well as notice of availability of special assignment and overtime availability.		
B31	Ability to submit overtime worked through system for supervisor approval.		
B32	Must allow employees to submit an exception to work schedule through the system for supervisor approval.		
Scheduling			
	General		
C1	System must have the functionality to apply user-defined scheduling policies to daily staffing rosters based on agency policies and procedures, and union /rules based scheduling policies		

C2	System must allow an unlimited number of user-defined working and non-working codes		
C3	Should allow the creation of customizable working assignments and schedules up to a year in advance or more		
C4	Ability to define and maintain master user defined shift schedules/assignments based on multiple shift patterns/rotations/start times/working days/rank		
C5	Ability to identify future assignment changes and to have the system automatically manage assignment changes based on the date the change is to occur.		
C6	Ability to provide a daily staffing roster that accommodates: <ul style="list-style-type: none"> • Staffing by shift • Organizational levels • Beat • Assignment • Assigned vehicle • Assigned equipment • Projected absences • Track Vacancies • Policies and procedures 		
C7	Ability to list the difference between the base (shift definition) and master (actual) schedules for any given date and time range. – Schedule variance.		
C8	Ability to auto archive past base and master schedules.		
	Outside Work Details		
C9	Ability to schedule outside work details with fields to accommodate the following: <ul style="list-style-type: none"> • Date request received • Time request received • Officer scheduling request • Vendor Contact • Vendor Contact Phone # • Vendor Name 		

	<ul style="list-style-type: none"> • Vendor Address 1 • Vendor Address 2 • Vendor Address-City • Vendor Address-State • Vendor Address-Zip Code • Date of Job <ul style="list-style-type: none"> ➤ Start time ➤ End Time • Location of Job • # Officers needed • Unlimited Officer Assignment fields with officer's individual: <ul style="list-style-type: none"> ➤ Rank (Aux/RO/NR) ➤ Start time ➤ End time • Unlimited Cruiser Assignment fields with individual: <ul style="list-style-type: none"> ➤ Start time ➤ End time • Date job modified • Time job modified <ul style="list-style-type: none"> ➤ Name of person modifying ➤ Phone number of person modifying • Date job cancelled • Time job cancelled <ul style="list-style-type: none"> ➤ Name of person cancelling ➤ Phone number of person cancelling 		
C10	System must be able to calculate earnings based on rate and hours worked.		
	View		
C11	Ability to view and print employee rosters based on multiple customized criteria.		
C12	Ability to display in different colors and patterns the following conditions: <ul style="list-style-type: none"> • An opening that is ready for assignment • An assignment • Leave assignment • Shift Swap • Assignment with conflict (fatigue management) 		

	<ul style="list-style-type: none"> • Special Unit deployment • Organizational level 		
C13	Ability to view scheduled employees assigned by day, by shift by assignment (beat), by vehicle # assignment.		
C14	<p>Ability to support the following operations by authorized users in accordance to department police and procedures:</p> <ul style="list-style-type: none"> • Make assignments • Update assignments • Check for assignment conflicts • Record a leave request • Fill a vacancy • Record a shift swap 		
C15	Ability to alert the user to specific deficiencies when scheduling an employee's sick or other leave request		
C16	System must notify supervisors to warn them of any unfilled /open positions		
C17	Ability to ensure minimum staffing numbers		
C18	Ability to identify employee as not available for overtime for given time period and specific reason.		
C19	The system must administer and track overtime in accordance to organization scheduling policies. Specifically, the system must support the determination of the appropriate order in which employees should be called to be offered overtime and the drafting of staff when voluntary overtime does not suffice.		
C20	System must produce and prioritize a list of available candidates according to the business rules for filling a vacancy.		
C21	System should have the ability to define a mandatory, order-in list based on prescribed business rules.		
C22	Ability to notify Supervisor of pending employee overtime submissions in the system.		

C23	Ability for supervisors to approve/deny overtime submissions by employee.		
C24	Ability to track the number of hours an employee has worked for a given time period.		
C25	Ability to make comments on the schedule so a scheduler can enter special circumstances for an employee, schedule or position.		
C26	System must record exceptions to work schedules after approved.		
C27	System must have alert system that reacts to vacancies caused by work exceptions. The work exceptions should be based on user-defined and editable business rules.		
C28	System must enable the emergency deployment and scheduling of specialized units with qualified personnel in accordance with department rules and procedures.		
C29	System must provide quick-search capabilities that enables authorized users to identify a person, group, etc. by specific filtering criteria such as: rank, specialties, pre-defined groups, organizational level, shift, work status, etc.		
C30	The system must administer user-defined leave policies that restrict employees from submitting a leave request (example: calling in sick) through the system during a specified # of hours right before their shift and defers them directly to a supervisor		
C31	The system must ensure employees cannot work more hours than their contracts allow (i.e. fatigue management)		
Shift and Vacation Bid			
D1	When awarding leave and assignments based within a bidding environment, the system must be capable of taking into consideration variables such: <ul style="list-style-type: none"> • Seniority Rules 		

	<ul style="list-style-type: none"> Employee's rank Maximum allowable employees off each shift 		
D2	System must also be easily flexible to manually manage changes to the schedule as the year progresses.		
	Shift Bid		
D3	Ability to have employees bid on shifts.		
D4	System provides the ability to manage assignment bidding using a consistent method based upon union rules/contracts/SOPs.		
D5	System directly and seamlessly updates the results of the shift bidding process into the schedules and rosters of the system once reviewed/approved.		
D6	System must have the ability to implement time constraints on the length of time an employee has to bid before moving on to the next employee.		
	Vacation Bid		
D7	System provides the ability to manage leave bidding using a consistent method based upon union rules.		
D8	System directly and seamlessly updates the results of the vacation bidding process into the schedules and rosters of the system once reviewed/approved.		
D9	System must have the ability to implement time constraints on the length of time an employee has to bid before moving on to the next employee.		
Time & Leave			
E1	System must be capable of allowing users to electronically submit requests for use of accrued leave.		
E2	System must accommodate the tracking of over 25 absence types.		

E3	System must be able to calculate the value of compensation time earned based on rate and hours.		
Overtime			
F1	System must be able to track types of overtime according to agency defined codes, shift, employee, actual vs. “minimums” hours worked, date range, year to year comparisons.		
F2	System must be able to calculate earnings based on rate and hours worked.		
Notification and Alert System			
G1	System must allow department message to be send to individual, group, or entire department with message receipt confirmation.		
G2	Ability to support multiple notification methods: <ul style="list-style-type: none"> • Pager • Telephone • Email • Fax 		
G3	Ability to perform call out/back notification based on workload rules within master schedule		
G4	Ability to provide receipt confirmation of notification.		
G5	Ability to send alerts for overtime and outside work opportunities.		
G6	Ability for employee to accept overtime or outside work opportunity through the alert system and be placed on the schedule.		
G7	Ability to stop the notification system and allow an individual to call candidates personally if needed.		
G8	System must be flexible to allow for an individual to call staff personally.		
G9	Ability to create custom alert and notification.		
G10	Ability to manage call out listing		
G11	Ability to send a listing of employee unavailability.		

G12	Ability to notify a shift supervisor that an employee has called in sick, but does not have enough sick time.		
G13	Ability to notify a shift supervisor that an employee has called in sick for specified # of days requiring doctor's notice.		
G14	Enable employees to initiate and complete shift trades through system.		
G15	System must keep an audit trail of who was contacted, the purpose of the contact, and the outcome		
G16	The system must be able to track, date/time, employee contacted, the supervisor contacting, and the result of the call (accept, no contact, refusal).		
G17	The system must be able to track and use employee refusals for overtime or outside work.		

Auditing and Security

Auditing			
H1	The system has the functionality to perform time stamps on each and every data entry point initiated by a user, supervisor, manager, administrator and the application itself and provides a means to review each data entry point for evaluation and audit		
H2	The system must have the ability for full and random inspection of fair and equitable provisioning of overtime and outside work detail based on rules within the organization		
H3	The system must maintain an audit trail of all rules used to fill vacancies		
H4	Provide an audit trail for all overtime and outside work contacts made with the result of each contact.		

H5	System maintains a record of who worked each day, what happened during a shift. Information archived and accessible indefinitely.		
	Security		
H6	The system must provide a comprehensive security system including: layered security, limiting individuals control over specific units and/or functions, limiting applications, and approval tiers as specified and controlled by the administrator.		
H7	The system security must require both a User ID and password for access.		
H8	Security reporting available for audit purposes.		
Reporting			
I1	Is a reporting tool an integral part of the system? If no, please name the proposed product and version number.		
I2	Ability to write customized reports		
I3	Ability to query and export data entered in multiple formats (Excel, Word, PDF, etc.)		
I4	Provide a list of canned reports that will be included with a brief description of each.		
I5	Ability to calculate current pay for an employee based on accrued work hours for a given period.		
Vendor Support Features			
J2	Problem reporting and resolution procedures		
J2	End user support options are available including after-hours support. If yes, describe.		
J3	Technical support options are available including after-hours support. If yes, describe.		

J4	System user conferences hosted by you and/or user groups. If yes, describe.		
J5	Provide a full set of documentation for: <ul style="list-style-type: none"> • User • Training • System Administrator • Other (please describe) 		
J6	Provide an electronic searchable version of the documentation.		
J7	Provide the information model (e.g. data dictionary and schema information) to department for databases.		
System			
K1	System supports remote administration. If yes, describe.		
K2	System has built-in backup and restore feature.		
K3	Vendor allows customers to develop and implement custom database views		
K4	Vendor provides a detailed document (e.g. data dictionary) that describes all system tables and the links between system tables.		
K5	System includes on-line context based help facility		
K6	System has built-in database maintenance tools.		
K7	Integrates with Microsoft Office products. If yes, describe how your system supports integration with Word, Excel, Outlook and Access.		
K8	System must have the capability to export, in a user defined file format, fields related to payroll for a specific payroll period for upload into the city payroll system.		
Implementation			
L1	Provide a detailed narrative of the proposed implementation process as well as a timeline detailing each		

	step.		
	Provide a list of any out-of-pocket expenses the department should anticipate incurring over and above the bid quote to implement the system (hardware, software, Go To Meeting subscription, etc.)		

CUSTOMER REFERENCES

Identify and complete Vendor Customer Reference form for a minimum of three (3) public sector law enforcement agencies that use the proposed system and are comparable in size and structure to the Portsmouth Police Department.

Identify (list) all New England communities using the vendor's software product at the time of submission of the proposal.

The department reserves the right to contact any person or organization for information regarding a vendor regardless of the references provided by the vendor.

VENDOR CUSTOMER REFERENCES

Provide a minimum of three (3) public sector law enforcement agencies that use the proposed system and are comparable in size and structure to the Portsmouth Police Department.

Organization	
Contact Name	
Contact Title	
Address	
Telephone	
Email	
Contract Dates	
Number of Users	
Is system still active at this agency?	

Describe the scope of work:

In the table below, list the modules that were included in the project and the dates they went live.

MODULE	Date Contract Awarded	Approximate "Go Live" Date

Identify (list) all New England communities using the vendor's software product at the time of submission of the proposal.

PRICE QUOTE:

Provide a clear and comprehensive price quote that individually lists, describes the basis for, and totals all of the anticipated costs to put the proposed system into operation for the department, including the following:

- a) Software license fees, by module, if applicable, and per user.
- a) Professional implementation services (itemized).
- b) Hourly fee for each personnel or position in the event additional work is requested that is outside the scope of the RFP.
- c) Maintenance Fee and number of years.
- d) Total Bid Price

The department expects to have a progress payment schedule based upon on-time completion of specific work tasks that will be negotiated during the selection process and contract negotiations.

PRICE PROPOSAL

Provide a clear and comprehensive price quote that individually lists, describes the basis for, and totals all of the anticipated costs to put the proposed system into operation for the department, including the following:

- a) Software license fees, by module, if applicable, and per user.
- e) Professional implementation services (itemized).
- f) Hourly fee for each personnel or position in the event additional work is requested that is outside the scope of the RFP.
- g) Maintenance Fee and number of years.

Price Quote Format (form attached):

Description	Version #	Qty	Unit Price	Total Price	Maintenance Expense / # Yrs
Example Software	1.0	1	\$1,000.00	\$ 1,000.00	\$100.00 / 1yr
Example Service	-----	40	\$ 250.00	\$10,000.00	-----

Total: _____

Award will be based on the:

Total Proposal Cost: \$ _____
 Amount in Figures

\$ _____
 Amount in Words

of days for delivery: _____.

of days for installation: _____.

Delivery and Installation Address is: 3 Junkins Avenue, Portsmouth, NH 03801 Attn: Karen Senecal

Please feel free to submit with this form any additional pricing information for equipment or features not included in the City's specifications but which may be of interest to the City. If special pricing conditions for multiple year obligations are incorporated into a standard contract, please feel free to provide a copy of such standard contract.

Please feel free to identify any additions or reductions to the price proposed if the delivery date is altered, if payment is made in advance of delivery, etc.

Name of Business _____

Address _____

Phone _____

Fax _____

By: _____

(Print Name & Title)

Signature: _____

Date: _____