

EXERCISE 1  
STRUCTURING REQUIREMENTS

REQUIREMENT SET 1



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## SECTION I - INTRODUCTION AND OVERVIEW

### A. AUTHORITY AND PURPOSE OF THIS REQUEST FOR PROPOSAL

This Request for Proposal (RFP) is being conducted under the policies developed by the Department of Finance and procedures developed by the Department of General Services as provided under Public Contract Code Section 12100 et seq., ACQUISITION OF INFORMATION TECHNOLOGY GOODS AND SERVICES.

The purpose of this RFP is to provide for the replacement and enhancement of the [REDACTED] networked Computer Aided [REDACTED] system(s) throughout California.

Responses to this RFP will be evaluated based on the total proposal, and award, if made, will be to a single Bidder. The resultant contract will consist of a maximum thirty (30) month customization and implementation/rollout phase and a maintenance phase consisting of a base period of three (3) years of ongoing maintenance that will begin with the completion of the rollout and include four (4)-one (1) year options to extend.

### B. SCOPE OF THE RFP AND BIDDER ADMONISHMENT

This RFP contains the instructions governing the requirements for a firm quotation to be submitted by interested Bidders, the format in which proposal information is to be submitted and the material to be included therein, the requirements that must be met to be eligible for consideration and the Bidder's responsibilities before and after installation.

This Procurement will follow a multi-step approach designed to increase the likelihood that Final Proposals will be received without defects and will be responsive to the needs of the California [REDACTED]. This will ensure that (1) each Bidder clearly understands the State's requirements before attempting to develop their final solution; (2) the State clearly understands what each Bidder intends to propose before those proposals are finalized; and (3) the State and each Bidder has the opportunity to discuss weaknesses or potentially unacceptable elements of the Bidder's proposal availing the Bidder of the opportunity to modify its proposal to correct such problems. Since the inclusion of additional steps in the RFP is a relatively new phenomenon, Bidders often do not understand the importance of the details of each step. Specific information regarding such steps is found in SECTION II: RULES GOVERNING COMPETITION and the RFP sections on PROPOSAL FORMAT (SECTION VIII) and EVALUATION AND SELECTION (SECTION IX).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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## **A. INTRODUCTION**

The [REDACTED] intends to acquire a Commercial-Off-The-Shelf (COTS) [REDACTED] application software and associated hardware for operation over the Department's established network infrastructure. The purpose of this acquisition is to replace, update, and enhance the current Statewide [REDACTED] described in SECTION III, CURRENT SYSTEM, of this Request for Proposal (RFP).

The hardware and software acquired by the [REDACTED] must meet the mandatory administrative, operational, functional and technical requirements delineated in the RFP. Hereafter, the use of the term "[REDACTED] system" shall refer to the integration, installation and system testing of hardware and software, including message switching hardware and software, along with all documentation and any other deliverables to be provided as the result of this RFP. The use of the term "system" shall be used to describe specific hardware and software functionality of the [REDACTED] system, including but not limited to: the operating system; interfaces; external systems; and, internal and external databases. The use of the term "[REDACTED] system workstation(s)" or "workstation" shall refer to the [REDACTED] system position consisting of workstation computer or terminal hardware and software being used within the [REDACTED] centers, [REDACTED] Training centers, [REDACTED] [REDACTED], and Headquarters support staff facility used exclusively or primarily for the [REDACTED] system and capable of being connected to any [REDACTED] server via the [REDACTED] LAN/WAN. The term "[REDACTED] server" is used to describe hardware and software functionality of the [REDACTED] system for attached devices (e.g. workstations), other systems (e.g. California [REDACTED] System [REDACTED]) and functionality (e.g. backup and restore) and is not intended to indicate a system architecture preference by [REDACTED].

### **A.1. System Concept**

The intent of this RFP is to identify priorities and requirements, and provide the general direction and system concept for the New [REDACTED] system. The RFP establishes the basis for customization and implementation of a New [REDACTED] system and services to address inconsistencies and shortcomings that have become evident in the current legacy [REDACTED] system and respond to changes, both current and potential.

While this RFP describes the existing legacy [REDACTED] system and processes (SECTION III, CURRENT SYSTEM), functional and technical implementation, operations and maintenance requirements, and associated performance requirements (SECTION VI, FUNCTIONAL AND TECHNICAL REQUIREMENTS), the RFP offers an opportunity for the Bidder to propose their COTS solution as a basis to meet these business needs and requirements.

This section is to provide bidders with a contextual overview of [REDACTED] expectations of the new system. Detailed requirements that must be addressed by the bidder's response are contained in SECTION V, ADMINISTRATIVE REQUIREMENTS and SECTION VI, FUNCTIONAL AND TECHNICAL REQUIREMENTS."

**This is an open, best-value procurement. The Bidder should propose their best technology solution that meets the New [REDACTED] system requirements even if it represents a different approach than the current [REDACTED] system concept.**

## A.2. System Scope

The RFP calls for the establishment of database(s) for incident related data. The system, which will be utilized at the 25 [REDACTED] centers (plus [REDACTED] two training centers), will support [REDACTED] transaction, report production, archiving, data analysis, data storage, and training requirements. The bidder must provide a training instance for each center and a separate test environment for [REDACTED] Headquarters staff. The system will incorporate and maintain specified data from incidents; supporting tables for related information, including [REDACTED] and service information; [REDACTED] data; defined interfaces; and specified program administration files. With each data transaction, the system will be updated in real time.

The proposed system must handle, in a highly secure manner, fixed and [REDACTED] user workstations/positions, and demonstrate flexibility to support new application development and expanded data requirements.

To facilitate the transition to the new system, the New [REDACTED] system must be able to:

- Support [REDACTED] functionality.
- Transfer or re-create the information content of all existing tables.
- Interface with Department of [REDACTED] for [REDACTED] activity.
- Maintain the currently existing interfaces with the [REDACTED] Web Page systems.
- Interact with the [REDACTED] written interface with the [REDACTED] Computers [REDACTED]

The Bidder (or consortium) is expected to submit a proposal in which the Contractor is fully responsible for:

- Hardware and software procurement, licensing, and copies of media and all documentation and maintenance.
- The telecommunications interface(s) required to utilize the [REDACTED] LAN/WAN.
- [REDACTED] information (functional) architecture and data architecture design and documentation in support of application customization.

- Full system documentation for all hardware, software and any required peripherals.
- Full operational failover and recovery plan pursuant to the requirements and service level objectives of this RFP.
- Training and resource support for [REDACTED] technical staff that support the system or design applications or interfaces.
- Developing and implementing a methodology for Contractor change management processes that incorporates the Deliverable Acceptance Process described in SECTION V.E.5 and includes regular reports to [REDACTED] on requests received, resources assigned, required timeframe for completion and current status.
- Ongoing service support including: compliance with service level agreements, progress reports, and identification of milestones, etc. during all phases of the project.

The following [REDACTED] business areas represent the major functional scope of the New [REDACTED] system for which the Bidder should use to guide their proposed solution.

### A.3. Description of Proposed System

The New [REDACTED] system Contractor will be responsible for New [REDACTED] system customization/development, communication interfaces with the [REDACTED] LAN/WAN, performance, and security for all applications that facilitate creation, processing, storage, and retrieval of [REDACTED] related data. The New [REDACTED] system Contractor will be responsible for the installation and maintenance of their proposed hardware and software required to support [REDACTED] operations at the identified [REDACTED] center sites and facilitate the processing and analysis of that data as identified in the functional requirements.

Through the procurement, customization, implementation, and on-going maintenance of the New [REDACTED] system, [REDACTED] seeks to:

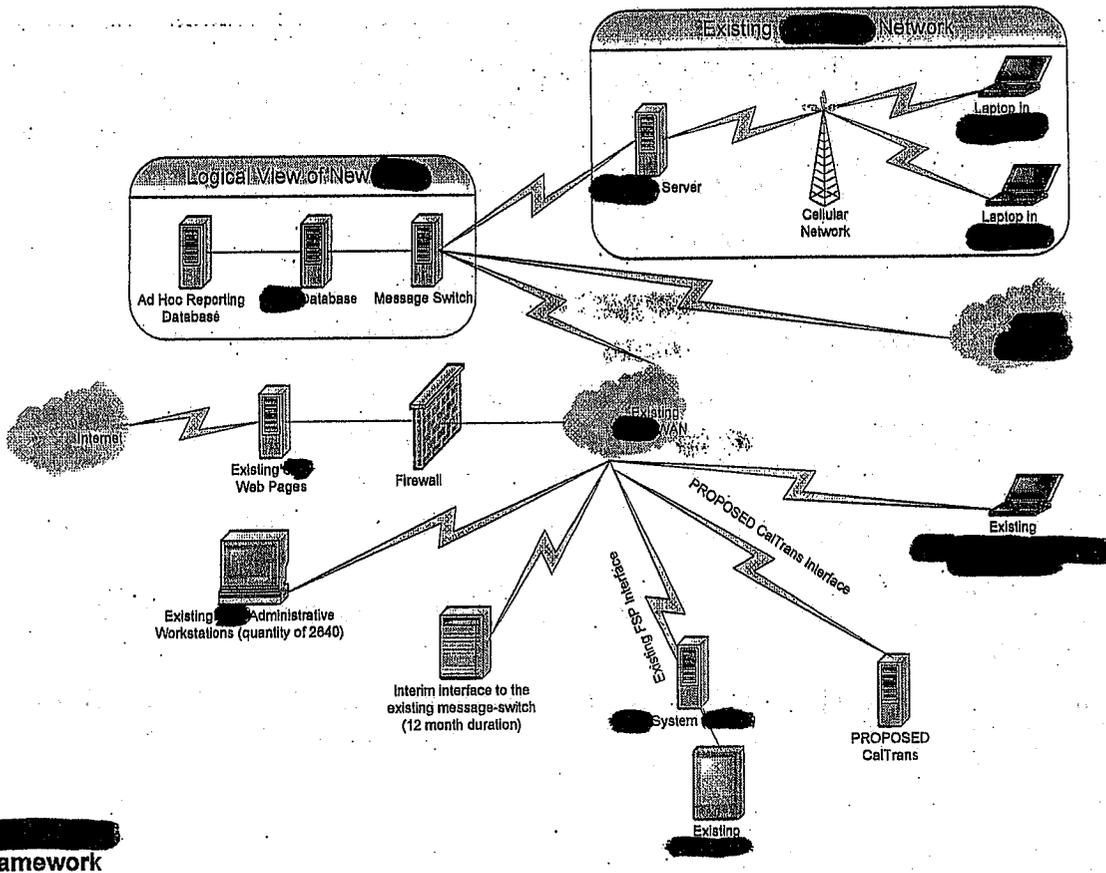
- Obtain a modern working [REDACTED] system that will support the current and future needs of the Department.
- Increase the use of new technologies to improve [REDACTED] safety.
- Boost system processing capacity to handle large ad hoc queries that will enhance [REDACTED] ability to evaluate performance.
- Enhance system production capabilities.
- Utilize [REDACTED] LAN/WAN telecommunications system connectivity for [REDACTED] approved [REDACTED] and administrative workstations.

- Take advantage of open system architecture to support solutions to enable [REDACTED] to better facilitate future bi-directional communication between the system [REDACTED] and other agencies.
- Ensure scalability and flexibility to support:
  - Program changes, including changes due to legislative mandates.
  - Storage, processing, and analysis of incident records.
  - Increased usage of [REDACTED] data as enhancements occur.
  - Interfaces with other [REDACTED] approved systems.
- Provide support for in-house developed applications requiring access to or interface with New [REDACTED] system data.
- Implement an effective and sustainable strategy to archive and access aged data.
- Build quality control into all aspects of creating, processing and filtering incident data.
- Institute pro-active quality assurance procedures and practices that monitor all systems and services.

#### A.4. Conceptual Diagram

The following diagram provides, at a conceptual level, the view of how [REDACTED] sees the overall construct of the New [REDACTED] system within the existing infrastructure that will be utilized to support the new system. This high level view shows the interfaces required with the [REDACTED] system (including its message switch component):

- The [REDACTED] Digital Computer [REDACTED] network.
- The [REDACTED] Service [REDACTED] systems.
- The [REDACTED] units.
- Department of [REDACTED]
- Administrative Workstations on the WAN.
- The [REDACTED] Web Pages.
- The legacy [REDACTED] system (Temporary).
- The Caltrans system (Future).



Framework

### A.5. Business Goals

The business goals related to the procurement of the New system include the ability to accomplish the following:

- Obtain a working system that will efficiently support the operations within each center.
- Enable to obtain timely access to data to audit program performance, detect and resolve potential problems.
- Provide timely and accurate data to the public.

To ensure these general business goals are achieved, the New system shall ensure each communications center has the operational capability needed to support the dispatching of services by units in the field.

### A.6. Business Objectives

The general business objectives for the New system Project include both mission-critical objectives and functional objectives.

## A.6.1 Mission-Critical Objectives

The RFP seeks to secure a New [REDACTED] system that will better allow [REDACTED] to achieve its primary mission objectives. The proposed upgrades to the New [REDACTED] system are critical to the mission of the [REDACTED] which seeks to:

- Provide service to the Public.
- Increase [REDACTED] Public safety.

In addition, the proposed system is designed to achieve the key goals that also seek to:

- Improve access to information and services.
- Implement a structure and processes to deliver responsive, effective, and innovative services by minimizing system errors/delays and expanding/enhancing data access.

## B. FUNCTIONAL OBJECTIVES

The functional requirements specified in this RFP represent those necessary to meet the [REDACTED] state and federally mandated missions, goals and objectives. The system must support incident management, resource management, operations management, management decision-making, management reporting, and community advisory activities.

### B.1. General

The following requirements apply to the general construct of the proposed [REDACTED] system. The [REDACTED] requires that the application software table driven parameters must be available for use in making specific and/or general changes in functionality while the system is running. The invocation of a change to a table driven parameter must not degrade the performance of the system. [REDACTED] staff would like to have the independent ability to add fields to the Database Management System without the assistance of the Contractor.

The system must support a library of utility programs as proposed by the Bidder to meet specific functional requirements, which may include items such as ad hoc query/reporting, database optimization, etc. The [REDACTED] anticipates that these programs be accessed through menus and shall be security controlled. Integrated "help" functionality is desired for both [REDACTED] system and utility programs.

The system must support the ability to exchange messages in text format. All such messages must be retained in a manner consistent with the State's audit policies.<sup>1</sup>

<sup>1</sup> Available in the State Administrative Manual (SAM) through the Department of Finance website.

These records must be accessible to authorized agency personnel for law enforcement audit purposes.

The system must be prepared to utilize the, [REDACTED] Data Dictionary version 3.0 (or later) for selected interfaces in order to facilitate information sharing with allied agencies.

#### **B.1.1. System Transactions**

All [REDACTED] system transactions must be uniformly and uniquely identified and recorded. Each transaction shall include the identification (ID) of the originating [REDACTED] center; the ID of the [REDACTED] center responsible for the area in which the incident resides; the date; the time; the source user ID; the source device ID; and the transaction's type identifier. The [REDACTED] system must be prepared to record additional information in certain instances: for example, the transaction priority type; the destination user ID; the destination device ID; and, an associated [REDACTED] number. These transaction fields comprise the majority of the fields used in reporting.

#### **B.1.2. User Profile and Preferences**

The [REDACTED] must support a user "profile" functionality invoked by the user's ID when logging into the system. The profile must define the user's access to [REDACTED] functionality, e.g., permission to dispatch units, to request and receive information from [REDACTED] accessible databases, to send and receive messages, etc. Additionally, the [REDACTED] must be sensitive to the type of workstation being used, e.g., an [REDACTED] workstation, for example, has restricted functionality irrespective of the user's level of functionality access. The users profile must contain, and invoke upon the user's logging on, the user's preferences, e.g., function key utilization, color schemes, window locations, mapping options, etc.

Any information displayed on a [REDACTED] workstation's monitor must be able to be printed on a designated printer, a locally attached printer, or "routed" (sent) to another workstation(s) or printer(s). The system must also be capable of restricting this functionality based on a user's profile.

The system must make use of programmable function keys for frequent operations and Windows functionality at the discretion of the user. Function key usage must be programmable and be unique to the user (part of their profiled "preferences").

The system must provide command line functionality using the commands, formats, structures and operations of the current system to the maximum extent. To do so will help minimize training issues. However, this does not preclude Bidders from proposing

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## **A. OVERVIEW OF REQUIREMENTS**

This section contains the detailed technical requirements pertaining to the proposed system as described in SECTION IV, PROPOSED SYSTEM. See SECTION V, ADMINISTRATIVE REQUIREMENTS; SECTION VIII, PROPOSAL FORMAT; and SECTION II, RULES GOVERNING COMPETITION for other requirements that must be met in order to be considered responsive to this RFP.

The [REDACTED] has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The [REDACTED] will not tailor these needs to fit some solution a Bidder may have available; rather, the Bidder shall propose to meet the [REDACTED] needs as they are defined in this RFP.

### **A.1. Minimum Mandatory Requirements**

This section of the RFP lists and describes the specific technical, operational, and functional requirements that fall within the scope of the requested [REDACTED]. All requirements in this section, unless specifically identified as "Desirable" or "Mandatory-Optional," are minimum mandatory requirements, meaning that each Bidder must provide each minimum mandatory requirement. No deviation from, or waiver of, these minimum mandatory requirements will be allowed. In addition to any specific information requested on individual minimum mandatory requirements, Bidders shall affirm that each of these requirements will be met. Bidders must include all costs to provide these minimum mandatory requirements in the base price quoted. Bidders must complete Appendix D, Technical Requirements Checklist with supporting documentation for all mandatory requirements.

### **A.2. Mandatory-Optional Requirements**

Requirements that are designated as "Mandatory-Optional" are specific services, or specific features of overall mandatory requirements, that the Bidder must offer, but may or may not be acquired by the State. Bidders must provide separate prices as indicated in RFP SECTION VII, COST, in the Bidder's final proposal (only) for all mandatory-optional items. If no prices are submitted, they are assumed to be offered at no cost. Mandatory-optional items will be evaluated as described in RFP SECTION IX, EVALUATION AND SELECTION. Bidders must complete Appendix D, Technical Requirements Checklist with supporting documentation for all mandatory-optional requirements.

### A.3. Desirable Requirements

Some listed standards are identified as "Desirable". Bidders are not required to offer these desirable standards in order to be compliant with the RFP requirements. However, if a Bidder offers any of these desirable requirements, the Bidder must meet the requirement in order to receive evaluation points, as described in RFP SECTION IX, EVALUATION AND SELECTION. Appendix D should also be submitted for desirable requirements. If Bidder is not offering a desirable requirement, place "No" in the appropriate column.

### B. DETAILED REQUIREMENTS

The following requirements must be responded to in the format delineated in SECTION VIII, PROPOSAL FORMAT and in the sequence presented below.

#### B.1. General

##### 1.1. Data Requirements

- 1.1.1. The [redacted] system must provide [redacted] access to all [redacted] data associated with every transaction. (Mandatory)
- 1.1.2. The [redacted] system must provide ad hoc reporting access to all [redacted] data. (Mandatory)
- 1.1.3. [redacted] system data must be available to [redacted] in an ad hoc, query-able format, including but not limited to, date/time stamp, user I.D., [redacted] center I.D., owner [redacted] center I.D., device I.D., etc.; and when available, priority, transaction type, destination user I.D., destination device, [redacted] number, etc. (Mandatory)
- 1.1.4. All [redacted] data must be kept for [redacted] access, for the duration of three years, one month, and one day. (Mandatory)
  - 1.1.4.1. All transactions, incidents, etc. must be available on-line for one month and one day for local use at all [redacted] centers, training centers and Headquarters in order to demonstrate that [redacted] system response times have been met. (Mandatory)
- 1.1.5. The [redacted] system must provide [redacted] access to all [redacted] data to provide discoverable information for use in legal proceedings. (Mandatory)

- 1.1.5.1. The [REDACTED] system must be able to present the legally supportable, unalterable, information resident in incident records in a useable format. **(Mandatory)**
- 1.1.6. The [REDACTED] system must be able to export [REDACTED] data to external data-stores. **(Mandatory)**
- 1.1.7. All [REDACTED] data must be retained as entered with an associated date/time stamp. **(Mandatory)**
- 1.1.7.1. The system must be capable of handling the time changes to and from daylight savings time and mitigate the effects that the time change may have upon open incident time sequences, overlap/gaps in incident time stamped activities and later statistical analysis of affected records. **(Mandatory)**
- 1.1.8. The [REDACTED] would like the [REDACTED] system to maintain the current [REDACTED] center codes, e.g. [REDACTED] for Sacramento, [REDACTED], see Procurement Library for specific information on communications center codes). **(Desirable)**
- 1.1.9. The [REDACTED] would like to be able to add fields to the [REDACTED] database without Contractor interaction. **(Desirable)**
- 1.1.9.1. The [REDACTED] would like added fields to be able to be incorporated appropriately in operational displays. **(Desirable)**
- 1.1.10. The application software table driven parameters must be available for use in making specific or general changes in functionality while the system is running. **(Mandatory)**
- 1.1.10.1. The invocation of a change to a table driven parameter must not degrade the performance of the system. **(Mandatory)**
- 1.1.11. The system must utilize the global [REDACTED] Data Dictionary version 3.0 (or later) for interfaces in order to facilitate information sharing with allied agencies. **(Mandatory)**

## 1.2. User Profile – Authentication – Security

- 1.2.1. The system must support a profile functionality that requires a logon with a valid user ID, password and user role which, in conjunction with workstation type, provide authorizations and restrictions to [REDACTED] system functionalities. **(Mandatory)**

- 1.2.1.1. The system's User Profile functionality must define what [REDACTED] functionality a user can access (e.g. [REDACTED] units; perform [REDACTED] updates, perform system maintenance, supervisory, etc.) **(Mandatory)**
- 1.2.1.2. The system's User Profile functionality must define each user's access authorization capabilities as: view, add, change, delete, no access or combination(s) for system functions/data. **(Mandatory)**
- 1.2.1.3. The system's User Profile functionality must define users within groups of [REDACTED] functionality (Dispatcher ([REDACTED] Caltrans, etc.), Service Desk ([REDACTED] Caltrans, etc.), System Administrator, Database Administrator, Supervisor, Trainer, [REDACTED], Headquarters Support Staff (full access), [REDACTED] LAN [REDACTED] User, [REDACTED] LAN [REDACTED] User, etc. **(Mandatory)**
- 1.2.2. The system must provide a system maintenance facility that permits [REDACTED] staff to add, delete and modify users, passwords, user functionality, user groups, workstation types, etc. **(Mandatory)**
- 1.2.3. The system must disable the user's I.D. after three unsuccessful attempts by the same user to logon and provide an appropriate message. **(Mandatory)**
  - 1.2.3.1. It is required that an authorized user enables the disabled user's ID before it can be used again. **(Mandatory)**
- 1.2.4. [REDACTED] Support Staff must be able to logon to any [REDACTED] workstation or maintenance console in the system from any workstation or maintenance console in the system. **(Mandatory)**
- 1.2.5. Users appropriately authorized must be able to define their operational modality as "production" or "training" and the system clearly display their current modality. **(Mandatory)**
- 1.2.6. The system must provide the capability for user defined and controlled workstation configuration items be loaded upon sign-on (e.g., window defaults, background colors, styles, user defined function keys, etc.). **(Mandatory)**
- 1.3. [REDACTED] Areas [REDACTED]
  - 1.3.1. The system must support the current [REDACTED] area [REDACTED] **(Mandatory)**
  - 1.3.2. The user must be able to enter areas [REDACTED] in free-form syntax (e.g. without leading zeros and without leading spaces). **(Mandatory)**

1.3.3. The [REDACTED] system should convert free-form area [REDACTED] input into [REDACTED] fixed formats for displays and reports. **(Desirable)**

#### 1.4. [REDACTED]

1.4.1. The system must support the current [REDACTED] structure. **(Mandatory)**

1.4.2. The user must be able to enter [REDACTED] in free-form syntax (e.g. without leading zeros and without leading spaces). **(Mandatory)**

1.4.3. The [REDACTED] system should be able to convert free-form [REDACTED] input into the [REDACTED] fixed formats for displays and reports. **(Desirable)**

1.4.4. The user should not be required to enter the unit [REDACTED] as part of the [REDACTED]. **(Desirable)**

1.4.5. The user should be able to enter a unit's [REDACTED] as part of the [REDACTED]. **(Desirable)**

1.4.6. Units without area prefixes must be capable of being assigned to multiple areas and [REDACTED] centers (e.g. [REDACTED]). **(Mandatory)**

1.4.7. Updates to units without area prefixes must be sent and displayed at all workstations where they are currently assigned (multiple areas and [REDACTED] centers). **(Mandatory)**

#### 1.5. Reference Data

1.5.1. The [REDACTED] system must incorporate the reference information contained in the current system (static files). This data includes such items as incident types, incident priorities, area/beats by communications center, courts, hospitals, allied agencies, tow companies, ambulance services, etc., and their contact information. See documentation on XML extract in the Procurement Library for detailed contents of these files/tables. **(Mandatory)**

1.5.1.1. The system must provide display and maintenance capability (add, change, delete) for this reference data. **(Mandatory)**

1.5.1.2. The reference data files/tables referred to above must be searchable by the user. **(Mandatory)**

#### 1.6. Multiple Windows

1.6.1. The system must support multiple windows. **(Mandatory)**

- 1.6.2: The system must provide windows functionality including the ability to minimize, restore, maximize, move, size and close by right click menu selection; minimize, maximize and close by mouse click; title drag and drop; pull-down menus; alt-tabbing between windows; and resizing. **(Mandatory)**
- 1.6.3. The system must support switching from one window to another without affecting data in any window. **(Mandatory)**
- 1.7. [REDACTED] Status and Pending [REDACTED] Queue for Responsible [REDACTED]
- 1.7.1. The proposed system must provide an interactive, dynamic incident queuing system for displaying [REDACTED] that are waiting to be [REDACTED] **(Mandatory)**
- 1.7.2. The [REDACTED] queue display on a workstation must be for those pending [REDACTED] located in the area assigned to the [REDACTED] using that workstation. **(Mandatory)**
- 1.7.2.1. The display must be accomplished either in a window or split screen. **(Mandatory)**
- 1.7.2.2. If the number of [REDACTED] is more than can be seen in a single view, the [REDACTED] shall be able to scroll or page so that a [REDACTED] decision can be made from the complete array of incidents pending. **(Mandatory)**
- 1.7.2.3. The proposed system must provide the functionality to make a [REDACTED] decision quickly. **(Mandatory)**
- 1.7.3. The proposed system may display the pending [REDACTED] by priority order where elapsed time since the [REDACTED] was reported determines the display order for each priority level. **(Desirable)**
- 1.7.4. Displayed [REDACTED] information should include the following: [REDACTED] priority, [REDACTED] type, location, [REDACTED], either time of [REDACTED] receipt or elapsed time since [REDACTED] reported (user option), and comments. **(Desirable)**
- 1.7.5. Whenever a user is assigned area and [REDACTED] management responsibilities, the system must show a dynamic display with the "[REDACTED] Status" and "Pending [REDACTED] Queue". **(Mandatory)**
- 1.7.5.1. The system must update these displays whenever area and [REDACTED] management responsibilities are transferred to another user. **(Mandatory)**
- 1.7.6. The system should not allow the display to be closed when the workstation/position has area responsibilities. **(Desirable)**

1.7.7. Displayed lists must be updated in real time whenever changed. **(Mandatory)**

## 1.8. [REDACTED] Summary Display

1.8.1. The system must provide a summary display of [REDACTED] responses. The full response record must be displayed when selected from the summary display. **(Mandatory)**

1.8.2. The [REDACTED] response summary must require user action to delete. **(Mandatory)**

1.8.2.1. The [REDACTED] system must provide for the automated retention and retrieval of all [REDACTED] transactions [REDACTED] for a minimum of 3 years. **(Mandatory)**

## 1.9. [REDACTED] Restrictions on Closing Specified Displays

1.9.1. Work Area Displays must only be turned off when a user logs off of the workstation. **(Mandatory)**

1.9.2. Unit Status and Pending [REDACTED] Queue displays must remain displayed as long as the workstation/position has areas for which they are responsible. **(Mandatory)**

1.9.3. The system must permit the closing of displays, by the user, of unit status and pending incidents for areas other than those for which the user is responsible. **(Mandatory)**

## 1.10. User Keyboard, Function Keys and Pointing Devices Input

1.10.1. The System must support the use of a command line. **(Mandatory)**

1.10.2. The System must provide function keys for the invocation of frequent operations. **(Mandatory)**

1.10.3. The [REDACTED] would like each user to have the ability to designate and program function keys for certain uses. **(Desirable)**

1.10.4. The [REDACTED] would like to be able to utilize currently used commands.<sup>1</sup> **(Desirable)**

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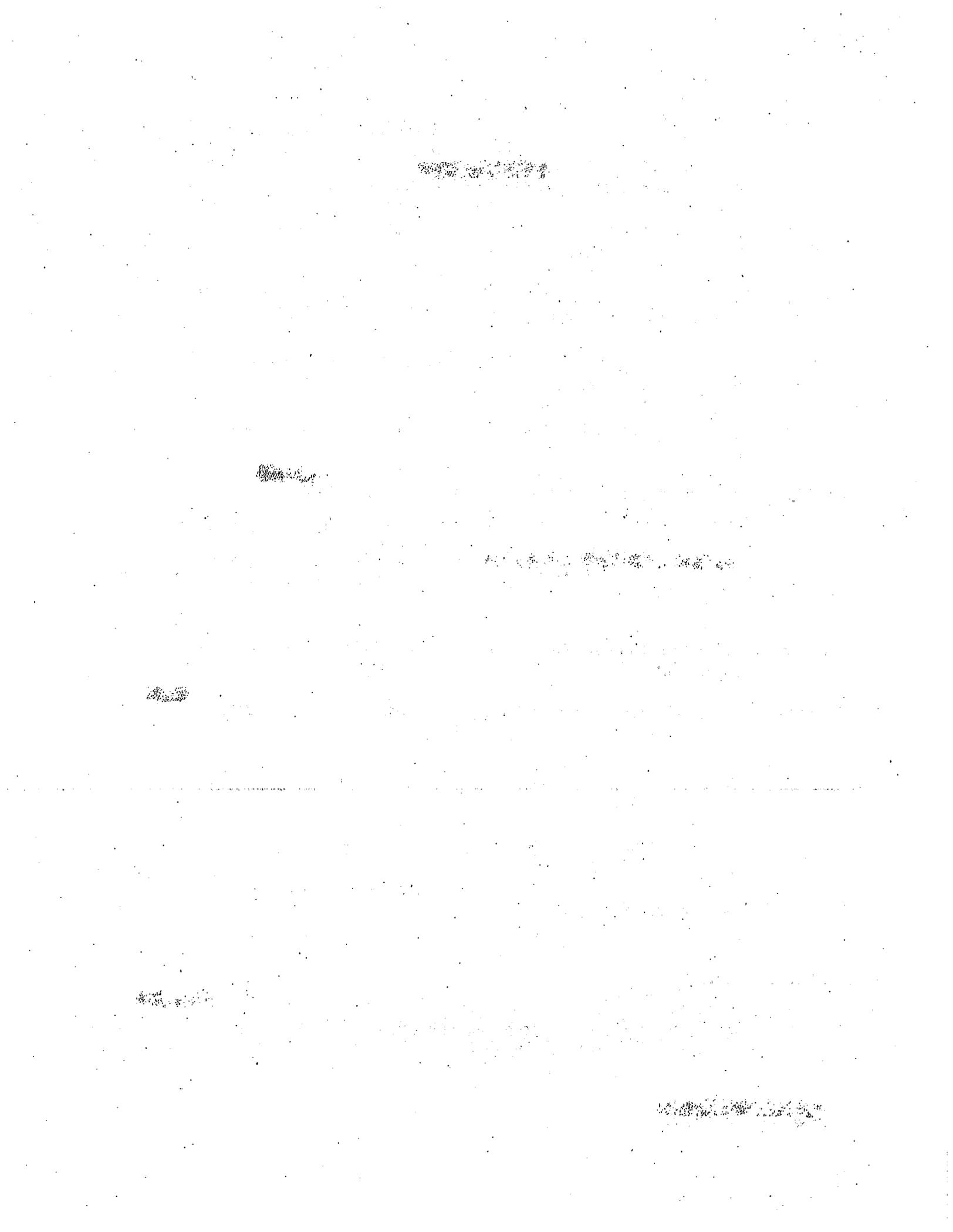
<sup>1</sup> See [REDACTED] documentation in the Procurement Library located at [REDACTED] Sacramento, CA for a list of commands and the functions performed when they are invoked.

## 1.11. Messaging

- 1.11.1. The System must provide messaging functionality for communications between users and all [REDACTED] centers. **(Mandatory)**
- 1.11.2. The System must provide the ability to create and exchange free-form messages. **(Mandatory)**
- 1.11.3. The System should provide the ability to display messages via a single key stroke/mouse click. **(Desirable)**
- 1.11.4. The System must provide a non-intrusive alert to the user whenever a message is received. **(Mandatory)**
- 1.11.5. Users should be able to reply, forward, retrieve and delete messages. **(Desirable)**
- 1.11.6. The System should provide the ability to attach an [REDACTED] record to a message. **(Desirable)**
- 1.11.7. The System should provide the ability to send messages to groups of users [REDACTED], and/or specific workstation positions or users. **(Desirable)**
- 1.11.8. The System must provide the ability to route messages to any system printer. **(Mandatory)**
- 1.11.9. The System should provide the ability to queue and display waiting [REDACTED] messages in priority order. **(Desirable)**
- 1.11.10. The System should provide the ability to create and send recurring messages. **(Desirable)**
- 1.11.11. The System must log all communications for audit and reporting purposes. **(Mandatory)**
- 1.11.12. The System should provide the ability to store messages until the addressee has logged on. **(Desirable)**

## 1.12. Late Entry

- 1.12.1. The system must permit entering a discrete "date" and "time" for [REDACTED] transactions when entering transactions that have been delayed because of system unavailability. **(Mandatory)**



**APPENDIX D  
DESIRABLE TECHNICAL REQUIREMENTS CHECKLIST**

	INCLUDED IN BID (YES/NO)	CURRENTLY EXISTS (4 POINTS)	TO BE DEVELOPED (2 POINTS)	PAGE # IN PROPOSAL WHERE ADDRESSED
<p align="center"><b>DESIRABLE TECHNICAL REQUIREMENT &amp; SECTION VI REFERENCE #</b></p> <p>1.1.8. The [redacted] would like the [redacted] system to maintain the current communications center codes, e.g. "ST" for Sacramento, [redacted], see Procurement Library for specific information on [redacted] center codes). (Desirable)</p>				
<p>1.1.9. The CHP would like to be able to add fields to the [redacted] database without vendor interaction. (Desirable)</p>				
<p>1.1.9.1. The [redacted] would like added fields to be able to be incorporated appropriately in operational displays. (Desirable)</p>				
<p>1.3.3. The [redacted] system should convert free-form area [redacted] input into [redacted] fixed formats for displays and reports. (Desirable)</p>				
<p>1.4.3. The [redacted] system should be able to convert free-form unit [redacted] input into the [redacted] fixed formats for displays and reports. (Desirable)</p>				
<p>1.4.4. The user should not be required to enter the unit's [redacted] as part of the [redacted] (Desirable)</p>				
<p>1.4.5. The user should be able to enter a unit's [redacted] as part of the [redacted] (Desirable)</p>				
<p>1.7.3. The proposed system may display the pending [redacted] queue by priority order where elapsed time since the [redacted] was reported determines the display order for each priority level. (Desirable)</p>				

**APPENDIX D  
DESIRABLE TECHNICAL REQUIREMENTS CHECKLIST**

DESIRABLE TECHNICAL REQUIREMENT & SECTION VI REFERENCE #	INCLUDED IN BID (YES/NO)	CURRENTLY EXISTS (4 POINTS)	TO BE DEVELOPED (2 POINTS)	PAGE # IN PROPOSAL WHERE ADDRESSED
1.7.4. Displayed [redacted] information should include the following: [redacted] priority, [redacted] type, location, [redacted] area, [redacted] either time of [redacted] receipt or elapsed time since [redacted] reported (user option), and comments. (Desirable)				
1.7.6. The system should not allow the display to be closed when the workstation/position has area responsibilities. (Desirable)				
1.10.3. The [redacted] would like each user to have the ability to designate and program function keys for certain uses. (Desirable)				
1.10.4. The [redacted] would like to be able to utilize currently used commands. [1] (Desirable)				
1.11.3. The System should provide the ability to display messages via a single key stroke/mouse click. (Desirable)				
1.11.5. Users should be able to reply, forward, retrieve and delete messages. (Desirable)				
1.11.6. The System should provide the ability to attach an [redacted] record to a message. (Desirable)				
1.11.7. The System should provide the ability to send messages to groups of users (such as all [redacted] personnel), and/or specific workstation positions or users. (Desirable)				
1.11.9. The System should provide the ability to queue and display waiting [redacted] messages in priority order. (Desirable)				

APPENDIX D  
 TECHNICAL REQUIREMENTS CHECKLIST  
 MANDATORY

TECHNICAL REQUIREMENT AND SECTION VI REFERENCE #	CURRENTLY EXISTS (2 POINTS)	TO BE DEVELOPED (1 POINT)	PAGE # WHERE ADDRESSED IN PROPOSAL
1.1.1. The [redacted] system must provide [redacted] access to all [redacted] data associated with every transaction. (Mandatory)			
1.1.2. The [redacted] system must provide ad hoc reporting access to all [redacted] data. (Mandatory)			
1.1.3. [redacted] system data must be available to [redacted] in an ad hoc, query-able format, including but not limited to, date/time stamp, user I.D., [redacted] center I.D., owner [redacted] center I.D., device I.D., etc.; and when available, priority, transaction type, destination user I.D., destination device, incident number, etc. (Mandatory)			
1.1.4. All [redacted] data must be kept for [redacted] access, for a duration of three years, one month, and one day. (Mandatory)			
1.1.4.1. All transactions, incidents, etc. must be available on-line for one month and one day for local use at all [redacted] centers, training centers and Headquarters in order to demonstrate that [redacted] system response times have been met. (Mandatory)			
1.1.5. The [redacted] system must provide [redacted] access to all [redacted] data to provide discoverable information for use in legal proceedings. (Mandatory)			
1.1.5.1. The [redacted] system must be able to present the legally supportable, un-alterable, information resident in [redacted] records in a useable format. (Mandatory)			
1.1.6. The [redacted] system must be able to export [redacted] data to external data-stores. (Mandatory)			
1.1.7. All [redacted] data must be retained as entered with an associated date/time stamp. (Mandatory)			
1.1.7.1. The system must be capable of handling the time changes to and from daylight savings time and mitigate the effects that the time change may have upon open [redacted] time sequences, overlap/gaps in [redacted] time stamped activities and later statistical analysis of affected records. (Mandatory)			

APPENDIX D  
 TECHNICAL REQUIREMENTS CHECKLIST  
 MANDATORY

TECHNICAL REQUIREMENT AND SECTION VI REFERENCE #	CURRENTLY EXISTS (2 POINTS)	TO BE DEVELOPED (1 POINT)	PAGE # WHERE ADDRESSED IN PROPOSAL
1.1.10. The application software table driven parameters must be available for use in making specific or general changes in functionality while the system is running. (Mandatory)			
1.1.10.1. The invocation of a change to a table driven parameter must not degrade the performance of the system. (Mandatory)			
1.1.11. The system must utilize the global [redacted] Dictionary version 3.0 (or later) for interfaces in order to facilitate information sharing with allied agencies. (Mandatory)			
1.2.1. The system must support a profile functionality that requires a logon with a valid user ID, password and user role which, in conjunction with workstation type, provide authorizations and restrictions to [redacted] system functionalities. (Mandatory)			
1.2.1.1. The system's User Profile functionality must define what [redacted] functionality a user can access (e.g. dispatch units, perform [redacted] updates, perform system maintenance, supervisory, etc.). (Mandatory)			
1.2.1.2. The system's User Profile functionality must define each user's access authorization capabilities as: view, add, change, delete, no access or combination(s) for system functions/data. (Mandatory)			
1.2.1.3. The system's User Profile functionality must define users within groups of [redacted] functionality ( [redacted] Caltrans, etc.), Service Desk ( [redacted] Caltrans, etc.), System Administrator, Database Administrator, Supervisor, Trainer [redacted] Headquarters Support Staff (full access), [redacted] LAN [redacted] User, [redacted] LAN [redacted] User, etc. (Mandatory)			
1.2.2. The system must provide a system maintenance facility that permit [redacted] staff to add, delete and modify users, passwords, user functionality, user groups, workstation types, etc. (Mandatory)			

## SECTION IX - EVALUATION AND SELECTION

SECTION IX - EVALUATION AND SELECTION.....	1
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**A. RECEIPT**

This section describes how the State plans to evaluate the responding proposals, identify the proposals that meet the RFP's objectives, and provide the best value for the [REDACTED]. It's the State's intent to conduct a comprehensive, impartial evaluation of all proposals it receives. The State will use both Pass/Fail and weighted scoring during its evaluation process. Bidder Cost Proposals must be kept separate as prescribed in RFP SECTION VIII, SUBSECTION D, FINAL PROPOSAL FORMAT AND CONTENT. The State will not review the Cost Proposals of Bidder's whose COTS application software does not have a minimum of seventy percent (70%) of their technical offering (mandatory, mandatory optional and desirable requirements being proposed) existing in their system; who do not obtain at least seventy percent (70%) of the available "Base" administrative points (665) or who do not receive a minimum rating of "satisfactory" in each of the six evaluated categories from all customer references.

Proposals must be delivered by the date and time stated in RFP SECTION I, SUBSECTION F., KEY ACTION DATES. Each proposal will be date and time marked as it is received and verified that it is properly sealed. Proposals will remain sealed until the designated time for opening. Proposals received after the date and time specified will be deemed non-responsive and will be rejected.

**B. EVALUATION OF CONCEPTUAL PROPOSALS**

The State has asked Bidders for Conceptual Proposals as a means of making sure that each Bidder has a clear understanding of the environment, processes and procedures of public sector competitive procurements, the scope and nature of the functionality being sought, and the potential to address constraints to architectural imperatives. The Conceptual Proposal and subsequent Confidential Discussions provide a formal opportunity for the State and the Bidder to have a frank and open discussion about the Bidder's proposed response. It is the hope of the State that this process will reveal any errors in perception and/or design that might later become impediments to success as the process evolves.

Bidders are not required to submit a Conceptual Proposal in order to be eligible to submit a subsequent Draft or Final Proposal. However, the State strongly encourages each Bidder to take advantage of this opportunity.

Throughout the Confidential Discussions the Bidder is responsible for keeping whatever record it needs of all items discussed. The State will not produce any

form of discussion minutes, etc. It is important to remember that oral statements made by either party during the Confidential Discussion are not binding.

### **C. EVALUATION OF DRAFT PROPOSALS**

Draft Proposals will be opened at the time designated for receipt and reviewed in an attempt to detect errors and inconsistencies which, if contained in the Final Proposal might cause the proposal to be rejected. Confidential discussions will be held with individual Bidders to discuss any such errors or inconsistencies and thereby give Bidders the opportunity to correct/clarify their proposal before Final Proposal submittal.

The State will not be in a position during the review to determine if a defect could be material and cause the Final Proposal to be rejected. The State makes no warranty that all such errors will be identified during the review of the Draft Proposal or that such errors remaining in the Final Proposal will not cause the proposal to be rejected.

It is important that no cost or reimbursement figures be included in the Draft Proposals. As stated in RFP SECTION VIII, C, DRAFT PROPOSAL FORMAT AND CONTENT, "blanks" must be used in place of dollar figures or percentages. If such an error is committed, the Bidder may be disqualified from further participation.

Bidders are not required to submit a Draft Proposal in order to be eligible to submit a Final Proposal. However, the State strongly encourages each Bidder to take advantage of this opportunity to make sure that their submission is responsive to the State's needs.

Throughout the Confidential Discussions the Bidder is responsible for keeping whatever record it needs of all items discussed. The State will not produce any form of discussion minutes, etc. It is important to remember that oral statements made by either party during the Confidential Discussion are not binding.

### **D. EVALUATION OF FINAL PROPOSALS**

#### **D.1. Proposal Opening and Compliance Check**

All proposals received by the time and date specified in RFP SECTION II, SUBSECTION F., KEY ACTION DATES will be opened and evaluated. The separately sealed envelope containing cost response to this RFP (Volume II of the proposal) will be stored under lock and key until completion of the

administrative and technical evaluations. When the administrative and technical evaluations are complete, the cost portion of all compliant (non-rejected and having achieved the proscribed benchmark score) proposals will be opened and evaluated. Absence of required information may deem the proposal to be non-responsive and may cause rejection.

No proposals will be accepted after the date and time specified in RFP SECTION II, SUBSECTION F., KEY ACTION DATES. Once all proposals are assembled, Volumes I, and III will be opened by the [REDACTED] Bid Evaluation Team and checked for the presence of the required information in conformance with the requirements of this RFP.

## **D.2. Validation and Scoring**

The Bid Evaluation Team will check each proposal in detail to determine its compliance to the RFP's mandatory requirements. If a proposal fails to meet a mandatory requirement, the bid review team will determine if the failure is material as defined in RFP SECTION II, A.1 Requirements. A deviation will be examined to determine if it is a material failure and cause the bid to be rejected. If accepted, the bid will continue to be processed as if no deviation had occurred. If determined to be a material failure, the bid will not be scored.

### **D.2.1. Administrative Requirements**

#### **Pass/Fail:**

The following constitutes an example of the Pass/Fail review and evaluation sheet for identifying the presence/acceptability status of each Administrative Requirement, identified as either passing or failing:

Bidders who fail any Administrative Requirement(s) will be considered non-responsive and their proposals disqualified from further consideration.

RFP Section V	AR #	Administrative Requirement	Pass	Fail
A	1	Cover Letter-Form A.1		
B.1	2	Customer In-Use Requirements-Equipment and Software Matrix with customer contact information		
B.2	3	Customer References-3 each-Form A.9		
C.1	4	Financial Stability		
C.1	5	Managing Subcontractors (Conditional)-A.5		
C.1	6	Certification with the California Secretary of State		
C.2	7	Staff Capability-Project Staffing Matrix		
C.2	8	Staff Capability-Resumes-A.15		
C.3	9	Company Experience-A.4		
D	10	Confidentiality Statement-A.2		
E.1	11	DRAFT Facilities Plan		
E.2	12	DRAFT Maintenance Plan		
E.2.9	13	System Upgrades-A.3		
E.3	14	DRAFT Training Plan		
E.4	15	DRAFT Project Management Plans		
F.1	16	End of Contract Transfer Plan-A-3		
F.2.a	17	Transfer from current [REDACTED] to Contractor [REDACTED]		
F.2.b	18	Transfer from Contractor [REDACTED] to next Contractor [REDACTED]		
F.4	19	Letter of Bondability		
F.5	20	DVBE Participation Requirement and Incentive		
F.6.1	21	Workers' Compensation Insurance		
F.6.2	22	General Liability Insurance		
F.7	23	Small Business Preference (if Claimed)-A-10		
F.8.1	24	EZA (if Claimed)		
F.8.2	25	TACPA (if Claimed)		
F.8.3	26	LAMBRA (if Claimed)		
Appendix A	N/A	Misc. Forms A-3 Administrative & Technical Requirements Certification A.6 Payee Data Record A.7 Non-Discrimination Compliance Statement A.8 Certification of Compliance with the Americans with Disabilities Act A.12 Procurement Library Visitation Request (not mandatory)		

**Scored Requirements:**

Several items identified in SECTION V, ADMINISTRATIVE REQUIREMENTS will also be reviewed and scored by the evaluation team. These requirements are shown below along with the maximum points available for that item.

**Customer Reference (600 Points)**

All three references identified by submission of the required Customer Reference forms (Form A.9) in response to SECTION V. SUBSECTION B.2., CUSTOMER REFERENCES will be contacted. The customers will be interviewed to verify their ratings in the following areas: 1) software performance 2) contract compliance 3) effectiveness of Bidder personnel, 4) experience with public safety requirements, and 5) overall positive or negative nature of responses.

The Customer Reference contact person must be willing and able (i.e., familiar with what transpired, not bound by confidentiality, etc.) to answer questions that validate the information on the submitted form. If contact references provided by the Bidder cannot be reached or do not respond within 10 working days after a message is left by the [REDACTED], Bidder may be contacted to provide an alternative contact person for that reference. Failure to reach a contact person will result in all six categories being scored as "unsatisfactory" for that reference (if this occurs during the Draft Proposal evaluation, Bidder will be notified in the confidential discussions). Any reference that has a rating of "Unsatisfactory" for any question, if the question is not answered or if the customer answers "Not Applicable" the Bidder will fail this requirement and will not be scored.

Example of Reference Evaluation of Bidder's proposal:

Each of the six interview areas described in the first paragraph will be evaluated thusly:

Evaluation Criteria	Percent Earned
Reflects a negative performance (unsatisfactory)	Fail
Reflects a satisfactory performance	70%
Reflects a highly satisfactory performance	85%
Reflects a performance that exceeds expectations	100%

The result will be marked on the evaluation sheet for each reference and averaged, as in the following scoring example:

<b>Customer Reference Bidder A</b>	<b>Reference 1</b>	<b>Reference 2</b>	<b>Reference 3</b>	<b>Average Score</b>
1. Software Performance	85%	100%	100%	95%
2. Contract Compliance	85%	85%	85%	85%
3. Effectiveness of Bidder Personnel	100%	85%	100%	95%
4. Experience with Public Safety	70%	70%	70%	70%
5. Overall Positive or Negative Referral	100%	85%	85%	90%
<b>Evaluated Percentage for Customer Reference</b>	<b>88%</b>	<b>85%</b>	<b>85%</b>	<b>86%</b>

<b>Customer Reference Bidder B</b>	<b>Reference 1</b>	<b>Reference 2</b>	<b>Reference 3</b>	<b>Average Score</b>
1. Software Performance	85%	100%	85%	90%
2. Contract Compliance	85%	70%	70%	80%
3. Effectiveness of Bidder Personnel	85%	70%	70%	75%
4. Experience with Public Safety	85%	85%	70%	80%
5. Overall Positive or Negative Referral	85%	85%	70%	80%
<b>Evaluated Percentage for Customer Reference</b>	<b>85%</b>	<b>82%</b>	<b>73.0%</b>	<b>80.0%</b>

In the example, the evaluated percentage for Bidder A from Customer Reference is determined by adding the percentages for each interview area and dividing the sum by the number of areas (5) and number of references (3) to arrive at the average. Each Bidder is awarded reference points based on their percentage. Bidder A's point award is computed as:  $86\% \times 600 = 516$  points and Bidder B's point award is computed in the same manner:  $80.0\% \times 600 = 480$  points.

**Bidder Responsibility (100 Points) Includes AR 8 and AR 9**

Each Bidder must demonstrate their ability to perform all aspects of the contract. To that end, the Bidder must show its ability to perform the required work detailed in this RFP. In the State's view, Bidder responsibility incorporates the core features for a successful project: understanding the [redacted] environment through similar experiences and sufficient experienced staff assigned to the project.

The evaluated percentage is based on both the corporate experience (Form A.4) and the Key Personnel (Form A.15) being proposed, as demonstrated in the resumes. The percentage earned is based on the lowest evaluated percentage from either requirement (AR 8 or AR 9.) For example, if the Bidder's corporate experience is three (3) years with [REDACTED] projects, only one [REDACTED] implementation and the Key Personnel resumes support two (2) additional years of experience on all resumes, the Bidder receives 70% since the corporate experience only supports that level of experience.

Evaluation Criteria	Percent Earned
No relevant experience, staff commitment and/or experience level does not meet minimum requirements	Fail
Demonstrates minimally acceptable corporate experience and proposes key staff with minimal experience on similar projects	70%
Demonstrates additional experience (3-5 more years or 2-3 [REDACTED] implementations) and proposes key staff resources with up to 2 years additional experience beyond the minimum requirements	85%
Demonstrates extensive and superior corporate experience (more than 5 years above the minimum or more than 3 [REDACTED] implementations) and key staff with over 2 years additional experience above the minimum and proposing additional experienced staff	100%

The percentage result for each Bidder will be marked on the evaluation sheet and applied to the points available (100). If the Bidder receives a "Fail" the requirement will not be scored and the Bidder will be disqualified.

**Project Deliverables (Plans): (250 Points)**

Each Bidder will be assigned a percentage based on the Bidder's demonstrated understanding of the requirements criteria outlined within the RFP for each plan (listed below.) The percentage will be applied to the maximum points allocated to each plan. The points for each plan will be added for the total points for Project Deliverables..

Evaluation Criteria	Percent Earned
Reflects a lack of understanding of the requirement(s), required elements missing from the plan	Fail
Reflects a minimally acceptable understanding, with no required elements missing from the plan	70%
Reflects a completely detailed presentation of all elements of the plan	85%

Reflects a plan that exceeds expectations in that it contains the detail above along with additional elements within the plan, demonstrating a more complete understanding of the objectives of the plan	100%
--	------

The result for each plan will be marked on the evaluation sheet and applied to the points available for that plan. If the Bidder receives a "Fail" the requirement will not be scored and the Bidder will be disqualified.

The following table identifies the required plans and the associated point value for each:

Required Plan	Points Available
Project Management Plan	100
Facilities Plan	40
Maintenance Plan	40
Training Plan	70

**DVBE Incentive: (56 Points)**

In accordance with Section 999.5(a) of the Military and Veterans Code, an incentive will be given to Bidders who provide for Disabled Veteran Business Enterprise (DVBE) participation. For evaluation purposes only, the State shall apply an incentive to proposals that include California certified DVBE participation as identified on the Bidder Declaration GSPD-05-105 and confirmed by the State. The incentive amount for awards is based on the amount of DVBE participation obtained. The incentive is only given to those Bidders who are responsive to the DVBE Program Requirement and propose DVBE participation in the resulting contract.

If the Bidder proposes to use DVBE firm(s) to meet, exceed or partially meet the DVBE goal, the Bidder must complete the Declaration GSPD-05-105 to be eligible to receive the DVBE incentive benefit. This form allows Bidders to identify if they are a DVBE and/or identify DVBE subcontractors, their proposed contract function, and the corresponding percentage of participation. The State has established a DVBE goal of three percent (3%) for this procurement. If the Bidder Declaration shows participation of less than 3%, a Good Faith Effort of an approved DVBE Business Utilization Plan must be documented.

The following are the incentive points available based on the confirmed Bidder percent of DVBE participation. The DVBE Incentive points available:

Available DVBE Points	
Confirmed DVBE Participation of:	DVBE Incentive
5% and Over	56
3% to 4.99%	45
2% to 2.99%	30
1% to 1.99%	20

Example of DVBE Participation Affect on Bidder's Proposal

In the above example, Bidder A has included over 5% DVBE participation while Bidder B has 2.5% DVBE participation. Bidder A will be awarded 56 points, as an incentive bonus and Bidder B will be awarded 30 points. Awarded points for DVBE participation will be included in the Bidder's Overall Administrative score.

**Administrative Score**

The Overall Administrative Score is composed of two parts: Base Administrative points (up to 950 points) and DVBE participation points (up to 56 points). All evaluated Administrative Requirement scores will be totaled and the "raw" point total will be converted into a final score for this section. The Bidder with the highest "raw" Overall Administrative Score will be awarded the full 1006 points. All other Bidders are awarded a score based on their percentage compared to the highest Bidder's "raw" points. Thus if Bidder A has the highest "raw" points (900), they would be awarded 1006 points and if Bidder B's "raw" point total is 800, they would be awarded:  $800/900 \times 1006 = 894.2$  points.

**D.2.2. Functional and Technical Requirements (1,424 Points)**

Those Functional and Technical Requirements designated as mandatory or mandatory optional will be reviewed. Any mandatory or mandatory optional requirement to which a Bidder is unable to respond in the affirmative will be designated as non responsive and will disqualify the Bidder from further participation in the bid. For each Bidder who is able to respond in the affirmative to all mandatory and mandatory optional items, the evaluation team will then award points, two points if that feature currently exists in the software and one point if it must be developed.

Upon completion of the review of mandatory and mandatory optional requirements, the evaluation team will review those requirements designated as

desirable. Desirable requirements may, but are not required, to be bid. Desirable items included in a Bidder's response are included in their base system cost and represent no additional cost to the State. The State will award "value added" points for desirable requirements bid, four points if the feature currently exists in the software and two points if it must be developed.

There are 578 requirements in SECTION VI and a Bidder's COTS solution must have at least 70% of the requirements being offered in their solution existing within their application in order to be considered responsive to the RFP. As an example, if Bidder A bids the mandatory and mandatory optional requirements and 99 of the desirables, then their offering consists of 543 items and they therefore must have 380 currently existing in their product (543 X .7= 380.1).

Example of the Functional and Technical Requirement Evaluation Sheet:

RFP Requirement Number/Description	Mandatory or Desirable	Currently Exists	To Be Developed	Comments	Points Awarded
1.1 Entry of 8 Minimum [redacted] alphanumeric depiction fields	M	X			2
1.2.1 150 Character [redacted] location field	D		X		2
1.2.2 Unique [redacted] record created at entry of type and location	M		X		1
1.3 Unique sequential number for each new [redacted]	D	X			4
1.4 Date and Time Stamp [redacted] record	M-O		X		2

Example of Evaluation of Functional and Technical Requirements:

In the example above, there are 5 requirements, 2 of which have been marked by the Bidder as "Currently Exists", reviewed by the State and found to be so. However, 3 of the technical requirements have been marked as "To Be Developed". The State will award points for mandatory and mandatory optional requirements, which the Bidder has marked as Currently Exists, with two points. Mandatory and mandatory optional requirements which have been marked, or which the State has determined, must be developed will be awarded one point. Desirable requirements which currently exist in the software to the satisfaction of the State will be awarded four points while those that remain to be developed will be awarded two points.

There are 442 mandatory, 134 desirable, and 2 mandatory-optional functional and technical requirements to be evaluated. This is a total of 578 requirements to be evaluated. Possible points to be awarded are: 888 points for mandatory and mandatory optional requirements and 536 points for desirable requirements for a total of 1,424 points.

The Bidder with the most points will be awarded a technical score of 1,424 (100% of the technical points available). Each subsequent Bidder will receive a technical score dependent on their total point's percentage of those received by the Bidder which received the most points. Thus, if Bidder "A" received 1322 points and Bidder "B" received 1267 points, then Bidder "A" would be awarded a score of 1,424 while "B" received a technical score of  $1267 \div 1322 = .958 \times 1,424 = 1,364.8$ .

### D.3. Cost Scoring

Prior to final cost determination, any eligible preference adjustments (\$100,000) for TACPA, LAMBRA and/or EZA will be applied to the submitted cost for evaluation purposes only. The cost shall be scored relative to the lowest cost Bidder's adjusted cost, compliant with the RFP's mandatory requirements. The lowest compliant Bidder's adjusted cost shall receive the maximum possible points. All other compliant Bidder's shall receive a portion of the maximum possible points relative to the adjusted cost of the lowest compliant Bidder.

#### Example of Cost Evaluation Methodology of Bidder's Proposal:

In the following example of Bidder's proposed cost, Bidder B has the lowest cost and thus earns 100% of the total possible points available for cost evaluation, while Bidder A earned less, as depicted:

Bidder	Evaluated Cost Bid	Ratio of Lowest cost to Bidder's cost	Equals Percent Earned	Times Possible Points	Generates Awarded Score
A	\$16M	$\frac{\$15M}{\$16M}$	93.75%	2,430	2,278.13
B	\$15M	$\frac{\$15M}{\$15M}$	100.00%	2,430	2,430

#### D.4. Evaluation Summary

##### D.4.1. Maximum Points per Evaluation Category

RFP Section	Evaluation Categorical	Maximum Points
D.2.1.	Administrative Requirements (including DVBE incentive)	1,006
D.2.2.	Technical Requirements	1,424
D.3.	Cost (including applicable preference adjustments)	2,430
	<b>Total</b>	<b>4,860</b>

##### D.4.2. Preliminary Scoring

A preliminary score will be determined by combining the administrative score, the technical score and the cost score for all responsive proposals. Responsiveness shall include but not be limited to meeting the administrative, technical and contractual requirements, and conforming to the rules of RFP SECTION II.

##### D.4.3. Small Business Preference Calculation

After the preliminary score is computed and there are any Bidders who claim a small business preference (and qualify), a final score is determined. The preference calculation is performed as follows:

- Identify the highest total score in the preliminary scoring above;
- Determine the preference points (highest preliminary score X .05);
- Add the preference points to the preliminary scores for all Bidders qualified for the small business preference;
- Award is to Bidder with the highest final score.

In our example used above, our scoring would be summarized as:

Category	Bidder A	Bidder B
Administrative score	1006.0	894.2
Technical score	1,424.0	1,364.8
Cost score	2,278.13	2,424.0
Preliminary Score	4,708.13	4,683
Small Business Preference points (4708.13 X .05 = 235.41)	0	235.41
<b>Final Score</b>	<b>4,708.13</b>	<b>4,918.41</b>

In this example, Bidder B would be awarded the contract. The CHP reserves the right at any time to reject any or all proposals. The award will be made by the CHP and will be final.

#### **D.4.4. Presentation of Functional Capability**

The demonstration of a technical requirement by a Bidder may, at the discretion of the [REDACTED], be held during the evaluation, as required by the State to demonstrate functionality that remains in question by the State, or to satisfy an issue(s) resulting from interviews with customer references. Note that a presentation of functional capability will effect the determination of compliance with RFP requirements and determine the award of scored evaluation points.

