SECTION V – SPECIFICATIONS/SCOPE OF WORK

1. Overview
   a. Arizona State University Police Department is looking to purchase a fully integrated turnkey system that includes a Computer Aided Dispatch System, Records Management System, Report Writing, Mobile Field Reporting, Training Management system, Property Module, and connectivity to local, county, and state agency systems. The vendor selected will be responsible for the implementation of all selected components, project management, training, data migration, and providing a complete installation that meets the performance requirements as stated in the final contract.

   b. ASU expects awarded Contractor to perform the planning, design, implementation, and support of the CAD/RMS system. The solution must be multi-agency/disciplinary products that can support Law Enforcement based operations, as well as integrate with Fire and EMS dispatching. The Contractor is expected to provide software, hardware, and related services, as further described under Specifications/Scope of Work of this RFP.

   c. The proposer may provide either a cloud-based solution or a hosted/virtual environment as part of their proposal. ASU will determine during the evaluation of proposals what is most advantageous to the University.

   d. The solution’s mandatory minimum integrations is listed in the “Interface Functional Requirements” in item 2.i under General System Requirements.

       The solution should also leverage other capabilities and should integrate to various other applications and work within our ASU technology environment and innovative strategies forward.

       Currently, ASU utilizes the applications referenced in 2.i and is interested in solutions with integrations to any or all of these applications or more, which may be annotated in the attached spreadsheet under “Interface Functional Requirements”.

   e. INSTRUCTIONS TO PROPOSERS FOR SECTION V: Please fill in details about how your application, technologies, and/or services will provide the following features/functionalities/services, including examples of previous projects (if applicable). The proposer may request a Word Document version of Section V. Please reply directly underneath each item below in Section V for ease of evaluation.

       Place an “X” on the line acknowledging this section.
f. The proposer should request from ASU Purchasing Lorenzo.Espinoza@asu.edu the following documents:
   • Word Document for Appendix 1 – RFP Checklist/Cover Page
   • Word Document for Section V Specifications/Scope of Work
   • Word Document for Section VII Qualifications
   • Excel Document for Attachments 1-7 (Referenced in Section V)
   • Excel Document for Attachment A Pricing Schedule (Referenced in Section IX Pricing Schedule)
   • Word Document for Section XIII Supplier Sustainability Questionnaire
   • Word Document for Section XI – Proposer Inquiry Form
   • PDF Document for Section XIII – Mandatory Certifications

   ____________ Place an “X” on the line acknowledging this section.

2. General System Requirements
   a. This section delineates in detail the specific functions required of the system requested. It does not describe how a proposed system is to implement these functions, as each vendor’s system will be unique in that respect. Proposers shall also list all exceptions to the functions specified in this section. Failure to do so may cause for disqualification, a lower evaluation score, or the University may direct the vendor, if selected, to implement the missing features at no cost to the University.

   b. All proposers must place a check or an “X” to the appropriate letter as indicated below in the response column of the following Attachments 1-7, found in sections 2.c-i:

      S = Standard in software. The requirement is met by vendor’s base product.

      • Please explain any line items that are not an "out of the box" standard but are part of your overall proposal; specifically, why the particular line item is not an "out of the box" standard. Additionally, please identify what potential effect this may have upon meeting a January 13, 2020 implementation date. (Required for any items marked "M", "A", or "U")

      Your proposed solution will be evaluated based on the value of each of these items combined and will not negatively impact the proposal.

      M = Modifications needed, at no additional cost. Base product has this feature or function, but some modification will be required to meet the specific requirement. Explain any modifications required in each exhibit of your proposal and note the reference number in the reference column in the table. Cost, if any, must be itemized in the Pricing Schedule.

      A = Modifications needed at additional cost. The vendor’s base product does not contain this function or feature, but it will be added to meet this requirement. Cost, if any, must be itemized in the Pricing Schedule.

      U = Unable to meet the requirement
c. CAD System Functional Requirements
   • Key to the Computer Aided Dispatch portion of the system is incident handling. Since this is a particularly critical function, it is important that its implementation be as complete and easy to use as possible.
   • Please see the attached Excel Spreadsheet Attachment 1 - CAD System Functional Requirements that must be completed in order to be considered for this RFP.

   ____________ Place an “X” on the line acknowledging this section.

d. Field Reporting Functional Requirements
   • Please see the attached Excel Spreadsheet Attachment 2 - Field Reporting Functional Requirements that must be completed in order to be considered for this RFP.

   ____________ Place an “X” on the line acknowledging this section.

e. Global Functional Requirements
   • Please see the attached Excel Spreadsheet Attachment 3 - Global Functional Requirements that must be completed in order to be considered for this RFP.

   ____________ Place an “X” on the line acknowledging this section.

f. Mapping Functional Requirements
   • Please see the attached Excel Spreadsheet Attachment 4 - Mapping Functional Requirements that must be completed in order to be considered for this RFP.

   ____________ Place an “X” on the line acknowledging this section.

g. RMS Functional Requirements
   • Please see the attached Excel Spreadsheet Attachment 5 - RMS Functional Requirements that must be completed in order to be considered for this RFP.

   ____________ Place an “X” on the line acknowledging this section.

h. Mobile Functional Requirements
   • Please see the attached Excel Spreadsheet Attachment 6 - Mobile Functional Requirements that must be completed in order to be considered for this RFP.

   ____________ Place an “X” on the line acknowledging this section.
i. Interface Functional Requirements
   • Please see the attached Excel Spreadsheet Attachment 7 - Interface Functional Requirements that must be completed in order to be considered for this RFP.
   • Included in Attachment 7 – Interface Functional Requirements allows the proposer to list additional integrations that are offered/available from your proposal.

_____________  Place an “X” on the line acknowledging this section.

3. Compatibility and IT Requirements/Specifications
   a. Does the proposer confirm that all user-facing (non-administrative) aspects of the Application are browser-based via HTTPS protocol (e.g. browser does not require additional software plugin to access Application via browser) and the application is updated to support new versions of browsers as they are released? Please describe browsers and versions supported. If not applicable, please describe your proposed solution in a hosted/virtual environment.

   Answer:

   b. Does the application support the American with Disabilities Act/Section 508?

   ___________  Y

   ___________  e

   ___________  s

   N

   o

   c. Is the system accessible from a mobile device in a user-friendly format (e.g. Responsive web design)?

   ___________  Y

   ___________  e

   ___________  s

   N
If yes, please provide links or samples of the responsive web design.

Answer:

d. Does the mobile device usage features include offline mode for relevant modules (e.g. for tablet-based inspection of high-containment areas with no WIFI access)?

Answer:

e. Does the system feature a refresh option or warning message for auto logout due to inactivity; or else saves session to resume upon login?

        ____________    Y
        ____________    e
        ____________    s
        N
        o

If yes, please provide screen shots to demonstrate this capability.

Answer:

f. Does the proposer’s application support Shibboleth for federated identity integration (i.e. single sign-on)? If not currently supported, willingness to adopt this support (Reference: http://shibboleth.net/) or to meet the requirement via CAS, InCommon, or provision of SSO using federated identity management system?

Answer:

g. Does the application features extensible web services (e.g. REST/SOAP/custom API) to allow inbound and outbound integrations with other systems?

Answer:

h. Does the application allow uploading data from file (e.g.
Excel)? Please describe and list the different file types/formats for exported reports.

Answer:

i. The proposer will provide technical documentation of the application. Preferably, the system data model/dictionary, and API documentation are made available to assist in the full, correct, and efficient utilization of the application, including accurate report generation and data analysis.

Answer:

j. Does the application use ANSI SQL-compliant database backend (e.g. MSSQL/MySQL)? Direct access to database, via a virtual environment or an on-premise hosted database is to be provided. If this is not possible, capacity to replicate data to an ASU data warehouse environment could meet this requirement provided the Application frontend administrative features can sufficiently interact with the backend environment to meet the use cases detailed throughout this RFP.

Answer:

k. The proposer must describe their applications Administrative/Power User roles capable of configuring granular access permissions for other users.

Answer:

4. Hardware Requirements

a. The proposer must describe the necessary topology and architecture of the recommended solution as it would be best served for ASU. The proposer should provide detailed plans on how they will perform steps needed to upgrade the current systems and networks, work with ASU to locate services to the cloud, or operate in a SaaS model for their solution. The current ASU hardware situation can be found in Section II Background.

Answer:

5. Project Management, Training, Support, and Implementation

a. The successful proposer must provide training and installation support to ensure all new users thoroughly understand the product and become effective as quickly as possible. Thorough and complete online training should be available at no cost. The
successful proposer must provide a detailed work plan on how installation, implementation, and training is provided, and an estimated lead-time for installation, implementation, and training should be provided.

Answer:

b. The proposer must name in the proposal a project manager with their resume to be assigned as a single point of contact to the University to coordinate and direct the vendor’s activities and communications between the University and the proposer.

Answer:

c. The proposer must conduct User Acceptance Testing at minimum 60 days prior to training sessions to allow ASU Police Department subject matter experts (that may include but not limited to dispatchers, records personnel, officers, managers, etc.) to familiarize themselves with the software. Through trial and review, the system component process should meet mutually agreed-upon requirements. Final User acceptance Testing (UAT) is based on the specifications of the end-user. ASU Police Department’s CAD/RMS Project team will work with the successful proposer to develop the acceptance criteria and the state will have final approval of acceptance criteria. The vendor shall then conduct formal training sessions to familiarize all department personnel in operation of the system. The vendor shall describe the training program proposed, the number of days of training included, and the number of training days proposed to each class of user: dispatchers, records personnel, officers, administrators, and system support personnel.

6. Service Level Agreements (SLAs)
   a. Describe your firm’s tiered service levels, including guaranteed incident response and resolution times with associated pricing.

   Answer:

   b. Describe your firm’s details on guaranteed uptime.

   Answer:

   c. Describe your firm’s email/videoconference/telephone support/hours of operation.

   Answer:
d. Describe your firm’s ability for 24/7 monitoring of application and cloud infrastructure with notification triggers (if applicable).

Answer:

e. Describe your firm’s Disaster Recovery Plan to your proposed software product.

Answer:

f. Describe your firm’s policies to Downtime & Schedule Maintenance/Updates notifications. The proposer should indicate whether versioning notes detailing changes made to the application are available to customers. In the event data is mirrored to an ASU data warehouse environment, Proposer will provide advance notice describing upcoming ERD (e.g. database schema) changes so that integration can be modified in advanced.

Answer:

g. If proposer’s price for services is tied to any Service Level Agreements (SLAs) outside of the referenced items above, specify those terms. SLAs shall be listed in terms of support, problem resolution and escalation procedures.

Answer:

7. Security Requirements
a. Acknowledgement of Section XIV ASU’s Security Review Process. Note: ASU’s Security Review Process of the RFP is intended for proposers to understand ASU's security review processes for all software or software developed for the project – website or otherwise. The proposer must understand and agree to ASU security assessment requirements if awarded this contract. This section is included only as reference.

______________ Place an “X” on the line acknowledging this section.

b. Describe in detail delivered security elements such as, but not limited to, the encryption of sensitive data in transport, data at rest, 3rd party security scanning, etc.

Answer:

c. Does the proposer meet industry standards, such as SOC2 Type
II reports, compliance with FERPA and HIPAA statutes, and GDPR (General Data Protection Regulation) compliance?

___________ Y
___________ e
___________ s
       N
       o

Additional information (if applicable):

d. Does the proposer protect confidential data and session activity both within the application and in transit?

___________ Y
___________ e
___________ s
       N
       o

e. Does the proposer have the ability to encrypt data and session activity?

___________ Y
___________ e
___________ s
       N
       o

f. Does the proposer support mass notifications for users during emergencies, including any third party product integrations?

___________ Y
___________ 
e
s
N
o
g. The proposer must describe in detail delivered security elements such as, but not limited to, the encryption of sensitive data in transport, data at rest, 3rd party security scanning, etc.

Answer:

h. The proposer must detail their auditing capabilities to help reduce compliance risk (e.g. capture data describing administrative changes made).

Answer:

8. Transitions In/Out Plan
   a. A Transition-In/Out Plan which will describe the process for transitioning the University’s data to another product in the future, and, in a hosted model, transitioning to another hosting provider. The proposer shall provide a Transition-In/Out Plan that establishes and contains the transition responsibilities, descriptions and schedules for the required tasks. The purpose of the Transition-In/Out Plan is to ensure an efficient and effective transition from the proposer to another service provider or product with minimal disruption to operations. The University expects compliance with the following activities in order to meet this requirement:

   No later than 30 calendar days from date of Contract award, contractor must finalize the details of the proposed Transition-In/Out Plan and submit it to the University Project Director for review and approval. The Transition-In/Out Plan must, at a minimum, include:
   Goals, expectations and specific objectives of the Transition-In/Out Plan; Description of the methodology and approach for transferring data and other information to another service provider;

   Assumptions and dependencies associated with the Transition-In/Out; and
Estimated timelines and milestones for specific tasks throughout the Transition- In/Out Period.

A finalized plan shall be coordinated and drafted between the awarded proposer and ASU for transition in/out services. The proposer must detail below in this section a standard or typical transition plan to describe any information on their firm’s transition in/out services.

Answer:

b. During execution of the approved Transition-In/Out Plan, the Transition-In/Out Team (composed of University staff, contractor, and personnel of another service provider) shall meet regularly to review and update the Transition-In/Out Plan to reflect revisions to schedules, resource requirements, dependencies, and priorities; and to summarize the progress on the Transition-In/Out Plan to date.

______________ Place an “X” on the line acknowledging this section.

c. The Transition-In/Out Plan submitted by the contractor to the University must be reviewed and approved by University project leadership prior to implementation. Any clarifications or modifications to the Transition-In/Out plan required by the University must be made by Vendor no later than five (5) calendar days from the date of written request.

______________ Place an “X” on the line acknowledging this section.

d. During a transition-in/out period, contractor will be required to work cooperatively and expeditiously to transfer the existing responsibilities to the University or another service provider.

______________ Place an “X” on the line acknowledging this section.

9. Value-Added Services
   a. Please provide a summary of any other value added services or programs which may contribute to the overall value of your proposal, including but not limited to:

      • Training
• Industry partnerships
• Support of ASU's Charter and goals
• Support of Sustainable development, veterans’ affairs, initiatives in support of women, wellness, and our changing regional demographics.
• Support and enhance of ASU’s reputation as an innovative, foundational model for the New American University
• Commitment to provide significant financial and non-financial support for the University and its signature programs.
• Any other goods or services your company provides

b. The proposer should describe what value added benefits, services, or programs may contribute to the overall evaluation of your proposal. The proposer should provide their response to this section in the space below.

Answer: