



**OGDEN CITY CORPORATION  
REQUEST FOR PROPOSAL  
(RFP)**

**Ogden Fire Department Policy Management Solution**



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Ogden City

September 29, 2023

# OGDEN CITY CORPORATION

## REQUEST FOR PROPOSAL

### Ogden Fire Department Policy Management Solution

Ogden City requests sealed proposals from qualified offerors to provide bids for a Policy Management Solution for the Ogden City Fire Department. Our goal is to identify and implement a solution to manage our policies in a central location while allowing us to easily and accurately write, edit, and distribute policies to our employees with search and audit-ready reporting of attestations.

Proposal packets are available and may be obtained by downloading from the Ogden City website at <http://ogdencity.com/264/Purchasing>.

Proposers are responsible for securing any and all addenda issued.

Responses to this RFP shall be submitted to the Purchasing Office c/o 2<sup>nd</sup> Floor Information / Constable Desk located at 2549 Washington Blvd, Ogden, UT, **no later than 2 PM, October 26, 2023. LATE PROPOSALS WILL NOT BE ACCEPTED.**

The City reserves the right to accept or reject any proposal as it best serves its convenience and/or is found to be in the best interest of the City.

Ogden City encourages and welcomes bids from small, local, women and minority owned businesses and other disadvantaged business enterprises.

**Published:** September 30 & October 7, 2023

# OGDEN CITY CORPORATION

## REQUEST FOR PROPOSAL

### Ogden Fire Department Policy Management Solution

#### I. INTRODUCTION

Ogden City desires to procure a Policy Management solution to manage the entire life cycle of policies from creation to tracking. The Fire Department uses paper and disparate software to manage its policies. It would like to move to a robust online software solution.

It is anticipated that this RFP process will result in one OR may result in multiple contract awards. The RFP document will become part of the final contract. The contract will be issued for a period of three (3) years.

#### II. SCOPE OF WORK or SPECIFICATIONS

See Exhibit A

#### III. RESPONSE TO RFP

The City will accept proposals from firms capable of providing all the work described in the Scope of Work including attachments.

A. Each Proposal must include, as a minimum, the following information:

1. Provide an overview of the functionality and capabilities of your policy management solution.
2. Authorized Representative – Indicate the name, address, email, and telephone number of the company submitting the proposal.
  - a. Include the name and contact information of the person designated as authorized to contractually bind the offer.

3. Company Experience - A description of the firm's experience and capability of fulfilling this contract if awarded.
    - a. Include company history with biographies and/or resumes for principal contacts.
  4. Provide an overview of how your solution manages application and data security. See Exhibit A - User Management & Security
  5. Team Information – Provide the names of any outside consultants and/or subcontractors to be utilized, including contact information and a brief description of their role(s) in the project.
  6. Cost Proposal - A detailed breakdown of the proposed costs and timeframes to complete the project. Include a price guarantee period and a three-year total cost of ownership. Costs will include all necessary hardware, software, licensing, warranty, maintenance, enhancements, data conversion/migration, and implementation services.
  7. References – Provide a list of at least three references; include project dates, scope, a summary of work performed, and contact information.
- B. For City record-keeping purposes, please do not use spiral or wire binding methods. The following methods will be accepted:
- a. Submitted as a loose-leaf with a binder clip
  - b. Submitted in a regular 3-ring binder
- C. Proposals submitted to Ogden City are considered public records, unless protected within [Utah Code 63G-2-1](#).

#### **IV. EVALUATION OF PROPOSALS**

Proposals will be evaluated in accordance with the criteria listed below:

A. Solution Functionality	40%
B. Company Experience	30%
C. Cost / fee proposal	20%
D. Application & Data Security	10%

The selection committee will primarily be composed of City employees. On occasion, consultants may be invited to participate in the review.

Note that proposals that are received after the deadline or not conforming to the RFP requirements may be deemed non-responsive and eliminated. Each proposer bears sole responsibility for the items included or not included in the response submitted by that proposer.

All proposals in response to this RFP will be evaluated in a manner consistent with the Ogden City policies and procedures. Ogden City reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions and/or specifications in this RFP.

In the initial phase of the evaluation process, the selection committee will review all responsive proposals in a cursory manner to eliminate from further consideration proposals which in the judgment of the evaluation committee fail to offer sufficient and substantive provisions to warrant further consideration.

At the conclusion of this initial phase, finalist proposals will be selected for detailed review and evaluation.

Ogden City may require an in-person presentation by a proposer to supplement their written proposal.

Being selected and entering into an agreement does not guarantee the offeror will be extended any specific amount of work.

## **V. SUBMISSION OF PROPOSALS**

**No later than 2 PM on October 26<sup>th</sup>, 2023**, proposers shall submit six (6) copies of the proposal in a sealed envelope.

On the envelope, indicate your company's name and the RFP name "Ogden Fire Department Policy Management Solution"

**Submit to:**  
Ogden City Corporation  
c/o 2<sup>nd</sup> Floor Information / Constable Desk  
ATTN: Purchasing Office  
“Ogden Fire Department Policy Management Solution”  
2549 Washington Blvd.  
Ogden, UT 84401

**LATE PROPOSALS WILL NOT BE ACCEPTED.**

If the sealed proposal is submitted by mail or other delivery service, it must be received prior to the submission deadline.

The Proposal may also be hand-carried to the 2nd Floor Information Desk (west entrance of the building) at the same address.

**No facsimile or email transmittals will be accepted.**

It is the sole responsibility of those responding to this RFP to ensure that their submittal is made to the correct location and in compliance with the stated date and time.

City offices are closed on holidays.

## VI. INSURANCE REQUIREMENTS

The successful proposer shall procure and maintain for the duration of the contract the required insurance against claims for injuries to persons or damages to

property, which may arise from or in connection with the performance of this agreement. **The Contractor shall pay the cost of such insurance.**

a. The amount of insurance shall not be less than:

- i) Commercial General Liability: Minimum of \$4,000,000 commercial general liability coverage with \$1,000,000 for each occurrence. Policy to include coverage for operations, contractual liability, personal injury liability, products/completed operations liability, broad-form property damage (if applicable) and independent contractor's liability (if applicable) written on an occurrence form.
- ii) Workers' Compensation and Employer's Liability: Worker's Compensation limits as required by the Labor Code of the State of Utah and employer's liability with limits of \$1,000,000 per accident.
- iii) Cyber liability insurance may be required and will be addressed/negotiated following the RFP process.

b. Each insurance policy required by this Agreement shall contain the following clauses:

- i) "This insurance shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty days prior written notice by certified mail, return receipt requested, has been given to the Ogden City Corporation".
- ii) "It is agreed that any insurance or self-insurance maintained by Ogden City Corporation, its elected or appointed officials, employees, agents and volunteers shall be excess of Contractor's insurance and shall not contribute with insurance provided by this policy."

c. Each insurance policy required by this Agreement, excepting policies for Workers' Compensation, shall contain the following clause in a separate endorsement:

- i) "Ogden City Corporation, its elected and appointed officials, employees, volunteers and agents are to be named as additional insureds in respect to operations and activities of or on behalf of, the

named insured as performed under Agreement with Ogden City Corporation.”

- d. Insurance is to be placed with insurers acceptable to and approved by Ogden City Corporation. Contractor’s insurer must be authorized to do business in Utah at the time the license is executed and throughout the time period the license is maintained, unless otherwise agreed to in writing by Ogden City Corporation. Failure to maintain or renew coverage or to provide evidence of renewal will be treated as a material breach of contract.
- e. City shall be furnished with original certificates of insurance and endorsements effecting coverage required within, signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received by the City before work begins on the premises.
- f. City reserves the right to require complete, certified copies of all required insurance policies at any time.
- g. Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respect to the City, their elected and appointed officials, employees, agents and volunteers; or Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.
- h. Contractor shall include all of its contractors as insured under its policies or shall furnish separate certificates and endorsements for each contractor. All coverages for Contractor’s contractors shall be subject to all of the requirements stated herein.
- i. Nothing contained herein shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from the activities of Contractor



or its agents, employees, invitees or contractors upon the Premises during the License Period.

j. Under the “**Certificate Holder**” section, list the following information:

Ogden City Corporation

2549 Washington Blvd.

Ogden, UT 84401

## VII. GENERAL TERMS AND CONDITIONS

- A. Qualified respondents shall be Licensed Contractors in the State of Utah, for this type of work, and who meet Ogden City’s insurance and bonding requirements, and have experience with all work defined in the scope of work.
- B. For projects that are security-sensitive in nature, Ogden City reserves the right to conduct a criminal background check of each person who will be providing services in response to this RFP. If requested, the Contractor shall submit a BCI Criminal History Report dated within 30 days of response to RFP for each employee who will be on-site, that shows “Criminal History Verified” and has Arrest History attachments. Employees who have any convictions on their BCI record may be subject to further review and approval by Ogden City. Ogden City may reject any response to this RFP that involves services from a person or entity that Ogden City determines is unfit or unqualified to fulfill the requirements of this RFP.
- C. All work must meet current industry standards including all Federal, State, and local rules and regulations.
- D. Ogden City reserves the right to request clarification of the information submitted, and to request additional information from any proposer.

- E. Ogden City will make every effort to ensure all offerors are treated fairly and equally throughout the entire advertisement, review, and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.
- F. Cost of Developing Proposals - All costs related to the preparation of proposals and any related activities are the sole responsibility of the offeror. Ogden City assumes no liability for any costs incurred by offerors throughout the entire selection process.
- G. Proposal Ownership – Once submitted, all proposals, including attachments, supplementary materials, addenda, etc. become the property of Ogden City and will not be returned to the offeror.
- H. Conflict of Interest – No member, officer, or employee of Ogden City, during his or her tenure shall have any interest, direct or indirect, in this contract or the proceeds thereof, except as permitted by Ogden City policy.
- I. Non-Collusion – The offeror guarantees the proposal is not a product of collusion with any other offeror and no effort has been made to fix the proposal price or any offeror or to fix any overhead, profit or cost estimate of any proposal price.
- J. Award of Contract - The selection of the company will be made by a selection committee comprised of city employees. Ogden City reserves the right to negotiate and hold discussions with prospective service providers as necessary, however, Ogden City may award this contract without discussion of proposals received from prospective service providers.

The selected company shall enter into a written agreement with Ogden City.

Ogden City reserves the right to cancel this Request for Proposal.

Ogden City reserves the right to reject any or all proposals received. Furthermore, Ogden City shall have the right to waive any informality or technicality in proposals received, when in the best interest of Ogden City.

Ogden City reserves the right to segment or reduce the scope of services and enter contracts with more than one vendor.

- K. Pursuant to the Utah Government Records Access and Management Act (GRAMA), records will be considered public after the contract is awarded. If an offeror wishes to protect any records, a request for business confidentiality may be submitted to the Ogden City Records Office at the time of bid submission. The form can be accessed through the Recorder's webpage at: <https://www.ogdencity.com/DocumentCenter/View/7004/Business-Confidentiality-Claim-form>

### **VIII. ADDITIONAL INFORMATION**

Price Guarantee: All pricing must be guaranteed for the duration of the three (3) year term.

Requests for price adjustment must include sufficient documentation supporting the request and demonstrating a logical mathematical link between the current price and the proposed price.

Any adjustment or amendment to the contract will not be effective unless approved by Ogden City.

Price Reductions: It is understood and agreed that the City will be given the immediate benefit of any decrease in the market, or allowable discount.

The contractor will only be allowed to invoice for the cost of services/goods in compliance with the submitted proposal as accepted by Ogden City Corporation.

- A. Invoices must contain a complete description of the work/service / goods that was performed/provided, the contract price for each service, the City purchase order or contract number, and address of service location or delivery address.

- B. Upon the Award of Contract, the Contractor may receive a request to process payments electronically.
- C. If offered by Contractor, Ogden City seeks a discount for early payment. The City shall only take such a discount if earned.
- D. Invoices shall be sent to the following address:
  - Ogden City Corporation
  - Information Technology Division
  - 2549 Washington Blvd.
  - Ogden, Utah 84401
  - Or;
  - Email invoices to: [itbilling@ogdencity.com](mailto:itbilling@ogdencity.com)

**IX. GOVERNING INSTRUCTIONS**

This RFP will constitute the governing document for submitting Proposals and will take precedent over any oral representations.

**X. RFP SCHEDULE**

Ogden City will follow the timetable below. Ogden City reserves the right to modify the dates due to unforeseen circumstances. Revision of dates, specifically the RFP response deadline will result in an RFP amendment. Amendments will be published in the City’s Purchasing webpage - <https://www.ogdencity.com/264/Purchasing>.

EVENT	TARGET DATE
Open RFP Process	September 29, 2023
1 <sup>st</sup> Ad – Standard Examiner	September 30, 2023
2 <sup>nd</sup> Ad - Standard Examiner	October 7, 2023

RFP Response Deadline	October 26 <sup>th</sup> ; No later than 2 PM
Committee Review and Selection process	To Be Determined
Contract Start Date	To Be Determined

**E. CONTACT INFORMATION**

For any questions related to this RFP, please contact the Ogden City Purchasing Office via email [purchasing@ogdencity.com](mailto:purchasing@ogdencity.com) or at (801) 629-8742.

The question-and-answer period ends at 3 PM on October 17, 2023.

Please check the City’s Purchasing webpage for any published Q&A document(s) that might have already addressed your questions or concerns - <https://www.ogdencity.com/264/Purchasing>.

**Thank you for your interest in doing business with Ogden City.**

**EXHIBIT A**  
**SCOPE OF WORK**  
**POLICY MANAGEMENT SOFTWARE SOLUTION**

Ogden City Fire Department is soliciting competitive sealed proposals from qualified offerors to provide a user-friendly, integrated, POLICY MANAGEMENT SOFTWARE SOLUTION. The offeror should indicate whether this is achievable and provide a project schedule.

**1. Policy Management**

- a. Ability to define a Policy Template with both required and optional elements.
- b. Forms-based, web-accessible, front end to input the elements of a particular policy, i.e., a policy input “wizard” to create a consistent creation method.
- c. Repository for draft and approved policies with version control and archival of previous revisions.
- d. Audit trail of policy modifications.
- e. Ability to configure such features as the access portal, the look and feel of pages, the design of the policy templates, etc., via self-administration.
- f. Robust search and browse capabilities.
- g. Governance and approval workflow.
- h. Digital sign-off of approved policies.
- i. Automated reminders of policies aging out and needing review.
- j. Acknowledgment and log of reading of the policy.
- k. The proposed system must provide workflows to route and track policy-revision approvals, including tracking edits, recording approvals, auto-advancing to the next workflow step, and tracking comments on policy changes. Describe the system’s workflow capabilities.
- l. The system must be configurable so that multiple city departments may use the system independently of the Fire Department.
- m. The system must provide the ability to fully export content at any time. Describe the system’s export capabilities.

## **2. Reporting and Dashboards**

- a. Describe the system's reporting and dashboard capabilities, including the available reports or dashboards.
- b. Describe the system's ability to run compliance reports on individual users and groups.
- c. Provide a sample report and/or screenshots of dashboards.

## **3. User Management & Security**

- a. The proposed solution must have a system for managing users, including roles and user groups, and assigning permissions to content based on roles and/or group membership. Describe the system's user and group membership capabilities.
- b. Does the system support active directory integration and/or any single sign-on authentication? Please explain.
- c. Please describe how users are created and connected to single sign-on.
- d. Please describe how roles and privileges are created and assigned.
- e. Is the software installed on-premise, or is it a SaaS solution?
- f. If the software is installed on-premise, please describe what Operating Systems, Databases, and Web Servers are used.
- g. If the software is provided as a SaaS, please share what cloud vendor and regions the software is hosted.
- h. Please describe your software release schedule for features and/or patches.

## **4. Implementation, Training, and Support**

- a. Describe your process for collecting and validating business requirements.
- b. What is your implementation timeline? Describe your implementation process, including the roles and responsibilities of both our organizations.
- c. Describe your approach to training super-users and end-users for go-live.
- d. Describe your methodology for ongoing and routine training post-go-live. What training options are available? Define whether they are personalized, recorded, interactive, web-based, self-guided, etc.

- e. Does the vendor provide live client support 24/7/365? Indicate the support level, including additional support options and any affiliated costs.
- f. Describe how support calls are handled.
- g. Is client support handled by a dedicated, in-house team or through a third party?

**5. Price Schedule**

- a. The responses must include initial costs (e.g., implementation and interface costs, data migration/conversion costs, software costs, training) and ongoing costs (e.g., annual maintenance fees, support fees, licenses).
- b. Ogden City is exempt from sales, use, and federal excise taxes on these products and/or services. Exemption certificates will be furnished upon request.