



**Request for Proposal  
Electronic Ticket Writing Solution**

## **TOWN OF WHITE BLUFF CONTRACTOR INSURANCE REQUIREMENTS**

Contractors providing goods, materials, and services for the Town of White Bluff shall, during the term of the contract with the Town or any renewal or extension thereof, provide and maintain the types and amounts of insurance set forth herein. All insurance and certificate(s) of insurance shall contain the following provisions:

1. Name the Town, its officers, agents and employees as additional insured's as to all applicable coverage with the exception of workers compensation insurance.
2. Provide for at least thirty (30) days prior written notice to the Town for cancellation, non-renewal, or material change of the insurance.
3. Provide for a waiver of subrogation against the Town for injuries, including death, property damage, or any other loss to the extent the same is covered by the proceeds of insurance.
4. The Vendor shall indemnify and hold harmless the Town from and against all liabilities, suits, damages, costs, and expenses (including attorney fees and court costs), which may be imposed on the Town due to the Vendor, subcontractor, or supplier's failure to comply with the regulations, stated herein.

Insurance Company Qualification: All insurance companies providing the required insurance shall be authorized to transact business in Tennessee and rated at least "A" by AM Best or other equivalent rating service.

Certificate of Insurance: A certificate of insurance evidencing the required insurance shall be submitted with the contractor's proposal or response to proposal. If the contract is renewed or extended by the Town a certificate of insurance shall also be provided to the Town prior to the date the contract is renewed or extended.

### Type of Contract/Type and Amount of Insurance

*General Liability:* General Liability insurance for personal injury (including death) and property damage with a minimum of \$2 Million Dollars per occurrence and \$4 Million Dollars aggregate, including coverage for advertising injury and products coverage.

*Workers Compensation:* Statutory Workers compensation insurance as required by state law. If high risk or dangerous activities, Umbrella Coverage or Liability Excess Coverage of \$2 million dollars.

*Automobile Liability:* If automobile or limousine service is involved, even if volunteers, Automobile Liability with a minimum of \$1 million dollars Combined Single Limit.

*Professional Services:* Professional Liability Insurance with a minimum of \$1 million dollars per occurrence and \$2 million dollars aggregate. If size or scope of project warrants, Umbrella Coverage or Excess Liability Coverage of \$2 million dollars.

*Crime Policy:* Crime Policy for theft, employee dishonesty, and fraud with a minimum of \$250 thousand dollars.

**TOWN OF WHITE BLUFF  
REQUEST FOR PROPOSAL  
FOR ELECTRONIC TICKET WRITER SOLUTION**

**I. INTRODUCTION**

The Town of White Bluff (hereinafter referred to as “Town”) is, by way of this RFP, soliciting vendors (hereinafter referred to as “Vendor”) to propose an Electronic Ticket Writing Solution with various types of equipment, accessories and services needed by the Town. Vendor is requested to address their entire line of equipment and services.

**II. INFORMATION TO VENDOR**

**A. Purpose**

1. The purpose of this document is to solicit Proposals to provide an electronic ticketing solution for the Municipal Court and Police Department.
2. The Vendor submitting a successful Proposal must clearly demonstrate its ability to provide implementation and support of an E-Ticketing application to include both hardware and software.

**B. Terms**

1. It is understood that the Town reserves the right to reject any or all proposals as it shall deem to be in the best interest of the Town. Receipt of any proposal shall under no circumstances obligate the Town to accept the lowest dollar proposal. Within the first six (6) months of the initial term, the Town may terminate the contract without prior notice if the Contractor does not perform the contract to the Town’s satisfaction.
2. In the event that the Town Council of the Town does not approve the appropriation of funds for the contract, the contract shall terminate at the end of the fiscal year for which funds were appropriated, and the parties shall have no further obligations hereunder.

**C. Submission of Proposals**

1. All questions and clarifications regarding the RFP should be submitted in writing to the following before the date/time stated below:  
Mike Holman Police Chief Town of White Bluff Police Department  
52 Graham St., P. O. Box 300, White Bluff, TN 37187  
(615) 797-3131  
mike.holman@townofwhitebluff.com
2. Request for Proposals (original plus 6 copies) shall be mailed to or delivered in person to the attention of:  
Mike Holman Police Chief Town of White Bluff Police Department

52 Graham St., P. O. Box 300, White Bluff, TN 37187  
(615) 797-3131  
mike.holman@townofwhitebluff.com

3. **Proposals will be received at the above address until 5:00 p.m. on August 7, 2014.**

**D. Pre-Proposal Vendor Conference**

1. A pre-proposal vendor conference will not be held for this project. Please direct any and all questions to the contact above.
2. Timeline (Timetable of Events)

<i>Description of Event</i>	<i>Date/Time</i>
Issuance of RFP	July 22, 2014
Pre-proposal Conference	N/A
Proposals Due	5:00 p.m., August 7, 2014
Tentative Vendor Proposal Review/Evaluation/Interview	2 weeks after proposals due
Notice of Intent/Acceptance by the Town	After Town Council award

**E. Background**

1. The Municipal Court is responsible for the adjudication of Class C Misdemeanor violations (within the corporate town limits) provided by State Law and Town Ordinances. The White Bluff Municipal Court receives approximately 700 cases annually from various departments.
2. The Municipal Court currently uses Local Government court software.
3. The Police Department currently uses paper citations.

**III. METHOD OF AWARD**

- A. The awarding of this contract will be to the Vendor who provides the service at the Best Value to the Town of White Bluff based upon the factors and weighted value listed below:

- 10% Vendor's Qualifications/Experience
- 15% Vendor's Total Proposed Price
- 20% Vendor's Support/Service
- 15% Vendor's Warranty/Maintenance
- 40% The proposed product meeting the Town's present needs and requirements as well as future needs through enhancements and upgrades.

**IV. INFORMATION TO BE PROVIDED BY VENDOR**

- A. **Selection**

1. In order to simplify the review process and obtain the maximum degree of comparison, Proposals are to be outlined, at a minimum, by section numbers stated herein. **Note:** Failure to provide a response, answer a question and/or provide documentation as requested will result in loss of points for that section.

**B. Guidelines for Proposal Evaluation**

Proposals will be evaluated using a comprehensive set of criteria. A list of these criteria is presented below:

1. Are the equipment and compatibility requirements addressed in the proposal?
2. Are the proposed equipment, accessories, and services responsive to the Town's needs?
3. Has the vendor addressed their entire available line of equipment, accessories, and services?
4. Has the vendor addressed warranties for all parts and labor?
5. Is the vendor's participation and responsibility clearly defined?
6. Is the Town's participation and responsibility clearly defined?
7. Are high quality service, warranty, and maintenance available?
8. What are the vendor's service hours?
9. Has requested information been supplied?
10. Due to the technical nature of equipment, has the vendor addressed future use of equipment, future expansion possibilities and possible upgrading?
11. Has accessory equipment been addressed?
12. Has cost, both total and itemized, been addressed?
13. Has the vendor addressed previous experience in providing these types of equipment and services?
14. Has the vendor addressed the type of support and repair service available?
15. Have installation procedures been defined?
16. Have consumable supplies needed for the operation of each machine and cost for these supplies been addressed?

**C. Confidential Material**

1. Any material that is to be considered as confidential in nature must be clearly marked as such and will be treated as confidential by the Town to the extent allowable in the Open Records Act.

**D. Contract Negotiations**

1. The Town reserves the right to negotiate a contract with the selected vendor.

**E. Contract Obligations**

1. This proposal, submitted documents and any negotiations, when properly accepted

by the Town, shall constitute a contract equally binding between the successful vendor and the Town. The selected vendor will be considered as the prime vendor and shall assume total responsibility for the equipment, accessories and services. Failure to meet obligations may result in a cancellation of any contracts.

**F. Supporting Materials**

1. All questions asked in the RFP will be used in making a selection and should be addressed by section and number.

**G. Minimum Technical Requirements**

1. Software Application:
  - a) Indicate what operating system(s) are required to run your product.
  - b) Citation creation from electronic data transfer also desired.
  - c) Must provide intuitive, easy-to-use software that requires minimal training.
  - d) Must provide the ability to fully customize each of the screens on the handheld device to meet the exact process-flow desired by the Town.
  - e) Must be able to read magnetic strips and 2D barcodes.
  - f) Must have the ability to capture (officer & offender) electronic signatures on the handheld device.
  - g) Must provide the ability to add additional customized “forms” such as parking, racial profiling, field investigation, crash, etc., that also meet the exact process-flow desired by the Town.
  - h) Must enable officers to enter notes via text.
  - i) As an option, have the function of entering notes via voice and diagrams.
  - j) Must provide capability to capture photographs.
  - k) Must support agency’s current citation number nomenclature.
  - l) Must provide comprehensive data back-up and restoration capability.
  - m) Must provide ability to run reports from multiple locations and departments. Please describe how this is accomplished.
2. Hardware Device:
  - a) Handheld device must have a separate printer, not connected to the device (for lighter hardware solution), but with wireless connection to the printer.
  - b) Solution must provide Bluetooth or comparable technology—not infrared.
  - c) Device should utilize a non-proprietary operating system.
  - d) Device must be able to withstand outdoor temperature and weather conditions.
  - e) Device must have user adjustable standby settings to maximize usage time and battery life.
  - f) Device must have LCD screen (color preferred).

- g) Must provide capability to capture photographs and capture electronic fingerprints desired but not mandatory.
  - h) Device should be able to read 2D barcodes.
  - i) All components should be brand new equipment with manufacturer's latest version of software, bios, package and warranty. All part number, feature code (P/N) listed should be corresponding to the manufacturer's part number.
    - (i) Recommended device must have at least three reference customers that have been using the device for over one year.
    - (ii) Device manufacturer must have the option of a comprehensive warranty plan that covers accidental damage and/or 'wear and tear' to the hardware
3. Printing Requirements:
- a) Must enable agency to fully customize the layout of the citation printout.
  - b) Solution should print citation form and data on blank paper (no preprinted paper required).
  - c) Separate printing device with at least a four (4)-inch wide printout.
  - d) Application must be able to print the citation and violator instructions in fewer than 30 seconds.
  - e) Citation print out must be identical from both the mobile computers and handheld ticket writers.

#### **H. Electronic Data Transfer Functionality**

- 1. Solution must create electronic data file (from both the mobile computer and handheld e-ticketing applications) when citation is completed and provide the ability to transmit that data to Local Government Court System.
- 2. Software must provide the ability to automatically transfer the electronic data file to a predetermined destination on the connectivity network utilizing established file transfer protocols.
- 3. Indicate what methods of data transfer you currently provide. (i.e., cradle, wireless, blue tooth, etc.).

#### **I. Vendor Requirements – Installation and Support**

- 1. Basic Requirements
  - a) Software installation must be an automated process that requires minimal I.T. involvement.
  - b) Software must include a secure web-based reporting capability accessible from any computer connected to the Internet.
  - c) Vendor must offer 24/7/365 customer support.
  - d) Vendor maintenance plan must be all inclusive 'flat fee' that will not require the agency to pay any additional fees for changes, modifications, and updates

requested by Municipal Court throughout the year.

- e) Vendor must provide all necessary training and support documentation.
  - f) Vendor must provide all installation and maintenance services.
  - g) Vendor must have been in business for a minimum of five (5) years.
  - h) Application must be provided with a 100% satisfaction guarantee.
  - i) Company must provide e-ticketing software solutions for both handheld and mobile computers to ensure the appropriate integration between the two hardware components.
  - j) Vendor must have the ability to fully deploy both solutions within 60 days of receiving the purchase order.
  - k) Vendor must demonstrate knowledge of work with Tennessee Police Departments.
2. Ancillary Equipment
- a) All items and accessories (i.e., cables, components, etc.) necessary to render the electronic ticket writer solution complete, operable and ready to use shall be included as part of the equipment. Any item appearing in the manufacturers published specifications are to be included. The vendor shall outline any additions, deletions, or variations.
3. Quantity
- a) It is estimated the Town will purchase 2 handheld unit(s). This approximate quantity does not constitute an order, but only implies the probable quantity the Town will use. Electronic ticket writers will be ordered on an as needed basis.
4. Delivery
- a) Delivery and installation locations shall be indicated on each purchase order issued for the electronic ticketing solution. Delivery may be more than one location (i.e., Police Department, Town Hall, Fire Department, etc.).
5. Acceptance
- a) All components, materials, equipment, parts, and supplies necessary to render the installation complete shall be included. The Town shall not accept the electronic ticket writer solution until the system is complete and operational.
6. Warranty Service
- a) Systems shall have a one (1) year warranty (100% parts and labor) and technical support calls taken 24/7.
7. Manuals
- a) All user/owner/technical reference manuals shall be included with each type of equipment and software.
8. Authorized Dealer



- a) Vendor shall be an authorized dealer for the equipment proposed.
- 9. Testing
  - a) Vendor shall allow a field-testing period prior to the Town awarding the contract upon the Town's request.

**J. Additional Points to be Addressed**

- 1. Cooperative Purchasing
  - a) Should any other governmental entity(ies) that has/have entered into an inter-local cooperative purchasing agreement with the Town of White Bluff decide to participate in this solicitation, would you, the vendor, agree that all terms, conditions, specifications and pricing agreed to in this solicitation would also apply to the additional participating entity(ies)?
- 2. Installation Procedures
  - a) Occasionally the Town may require installation of equipment. The Vendor shall address installation procedures, estimated setup time required, and cost, if any. If included in price of equipment, please state.
- 3. Delivery/Installation Time
  - a) The Vendor shall state the length of time necessary to deliver and/or install equipment and accessories after receipt of purchase order.
- 4. Equipment Enhancements
  - a) Explain possible equipment enhancements/upgrades that may be available for each type of equipment. Can additional features be added to the purchased units?
- 5. Optional Maintenance Contracts
  - a) Are optional maintenance contracts available? If so, please address maintenance coverage, special arrangements, staff, and service times.
- 6. Vendor's Principal Location
  - a) Provide Vendor's principal location address with applicable contact information.
- 7. Descriptive Literature
  - a) Please provide all available descriptive literature on electronic ticketing solution equipment and accessories.
- 8. Historic Background
  - a) Provide a historic background of Vendor's company.
- 9. Experience
  - a) How long have you been selling this type of equipment? Give experience and background.
- 10. References

a) Please provide at least three (3) references of cities/towns and departments that may utilize Court Software and/or Police Records Management Software. The Town may contact all or some of the references provided as part of evaluating the proposal.

b) Please provide a list of any of your government customers that you have been in litigation with. If so, please explain. Also, identify any currently outstanding claims against your company by a government customer.