



**OGDEN CITY CORPORATION
REQUEST FOR PROPOSAL**

Public Safety Community Engagement and Reporting Platform



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Management Services / Information Technology

10/29/2025

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REQUEST FOR PROPOSAL

Public Safety Community Engagement and Reporting Platform

The City of Ogden, Utah, through its Public Safety Department, is seeking proposals from qualified vendors to provide a modern community engagement platform. The City's objective is to strengthen communication, transparency, and trust between public safety agencies and the community through a secure, accessible and user-friendly digital solution. The platform should empower residents to interact with law enforcement and city services in ways that are timely, meaningful and convenient, while also enabling staff to manage, track, and analyze engagement activities, as well as integrate with CAD and RMS systems.

Proposal packets are available and may be downloaded from the Ogden City website at <https://www.ogdencity.gov/264/Purchasing>

Proposers are responsible for securing any and all addenda issued.

Sealed responses to this RFP shall be submitted to the Purchasing Office, c/o 2nd Floor Information / Constable Desk, 2549 Washington Blvd, Ogden, UT, 84401 by **11/19/2025, no later than 1 PM. LATE PROPOSALS WILL NOT BE ACCEPTED.**

Ogden 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.

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OGDEN CITY CORPORATION

REQUEST FOR PROPOSAL

Public Safety Community Engagement and Reporting Platform

I. INTRODUCTION

The City of Ogden, Utah, through its public safety department, is seeking proposals from qualified vendors to provide a modern community engagement platform. The objective is to strengthen communication, transparency, and trust between Ogden's public safety agency and the community through a secure, accessible, and user-friendly digital solution. The platform should empower residents to interact with law enforcement in ways that are timely, meaningful, and convenient, while also enabling staff to manage, track, and analyze engagement activities. The platform should also integrate with CAD and RMS systems.

Goals/Objectives

- Ability to measure "customer/community satisfaction and feedback" after emergency and non-emergency calls through reporting dashboards to support data-driven decision making.
- Ability for community members to file online reports, provide feedback, and communicate concerns.
- Identify problem areas such as delays, responsiveness, communications, etc.
- Maintain compliance with all state and federal data privacy regulations.

These goals help ensure that the RFP process addresses all critical aspects and needs of the Public Safety Department, leading to well-informed vendor proposals and successful project outcomes.

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

II. SCOPE OF WORK or SPECIFICATIONS – Refer to Exhibit A

III. RESPONSE TO RFP

Ogden City is seeking proposals from offerors capable of providing all the work described in the Scope of Work, including attachments. Refer to Submission section for the required number # of copies.

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

1. Authorized Representative – Indicate 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.
2. 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.
3. 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.
4. Cost Proposal and Implementation Timeline - A detailed breakdown of the proposed costs and timeframes to complete the project, including end-user training. Include a price guarantee period.
5. System Functionality and Compliance – Include a detailed description of the platform's core or key functionalities and capabilities. Also include your organization's compliance framework, data protection policies, and adherence to applicable regulations and standards, (e.g., SOC2, HIPPA, CJIS)
6. Support Availability/SLA – Provide a description of your support model, including coverage hours, response time commitments and escalation paths. Include a copy or summary of your standard SLA, outlining metrics for uptime, incident response, and resolution targets.

7. References – Provide list of at least three references; include project dates, scope, summary of work performed, and contact information. Include letters of recommendation, if available.
- B. Proposals are to be no longer than 20 pages. Double-sided pages count as two pages
- C. For City record-keeping purposes, please do not use spiral or wire binding methods. The following methods will be accepted:
 - a. Submitted as loose leaf with binder clip
 - b. Submitted in a regular 3-ring binder
- D. 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. System Functionality, Compliance	40 Possible Points
B. Cost and Value	30 Possible Points
C. Vendor Capability and Experience	10 Possible Points
D. Implementation Timeline & Training	10 Possible Points
E. Availability and response time/SLA	10 Possible Points

A total of 100 possible points may be awarded to one proposal.

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 do not conform 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. Ogden City reserves the right to disqualify a proposal due to any late response, no response, or missed deadline.

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 Proposer will be extended any specific amount of work.

V. SUBMISSION OF PROPOSALS

By 11/19/2025, No later than 1 PM; Proposers shall submit four (4) copies of the proposal in a sealed envelope.

On the envelope, indicate your company's name and the RFP name.

Submit to:

Ogden City Corporation

c/o 2nd Floor Information / Constable Desk

ATTN: Purchasing Office

PUBLIC SAFETY COMMUNITY ENGAGEMENT AND REPORTING PLATFORM

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 sealed Proposal may also be hand-carried to the 2nd Floor Information / Constable Desk 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 weekends and observed 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:

1. **General Liability:** Minimum of \$3,000,000 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.

2. **Business Automobile Liability:** \$1,000,000 combined single limit per occurrence for bodily injury and property damage for owned, non-owned and hired autos.

3. 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.

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

1. "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".

2. "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:

1. "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 affecting 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.
Suite 510
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, 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 Proposers 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 Proposer. Ogden City assumes no liability for any costs incurred by Proposers 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 Proposer.

- 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 Proposer guarantees the proposal is not a product of collusion with any other Proposer and no effort has been made to fix the proposal price or any Proposer 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 the Proposer wishes to protect any records, a request for business confidentiality may be submitted to the Ogden City Recorder's Office at the time of submittal. The form can be accessed through the Recorder's webpage at:

https://www.ogdencity.com/DocumentCenter/View/19762/May-2021-Business-Confidentiality-Claim_revised

VIII. ADDITIONAL INFORMATION

Price Guarantee: If applicable, all pricing must be guaranteed for one (1) year. Following the guarantee period, any request for price adjustment must be for an equal guarantee period and must be made at least 30 days prior to the effective date.

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 were performed / provided, the contract price for each service, the City purchase order or contract number, and the address of the service location or delivery address.
- B. Upon the Award of Contract, 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
c/o IT Department
2549 Washington Blvd. Suite 410
Ogden, Utah 84401

Or;

Email invoices to: ITBilling@ogdencity.com

IX. GOVERNING INSTRUCTIONS

This RFP will constitute the governing document for submitting Proposals and will take precedence 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.gov/264/Purchasing>

EVENT	TARGET DATE
Open RFP Process	10/29/2025
1 st Ad – Standard Examiner	11/01/2025
2 nd Ad - Standard Examiner	11/08/2025
Last day for Q&A	11/12/2025; No later than 3 PM
RFP Response Deadline	11/19/2025; No later than 1 PM
Committee Review and Selection Process	To Be Determined
Contract Start Date	To Be Determined

XI. CONTACT INFORMATION

For any questions related to this RFP, please contact the Ogden City Purchasing Office via email purchasing@ogdencity.com

The question-and-answer period ends at 3 PM on 11/12/2025.

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.gov/264/Purchasing>

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

EXHIBIT A

SCOPE OF WORK / SPECIFICATIONS

1. Functional Requirements

- Online and mobile portals for non-emergency reporting, feedback submission, and information requests.
- Support for photo, video, and document attachments to enhance reporting detail.
- Automated case tracking with status updates to residents.

2. Transparency and Information Sharing

- Public dashboards displaying key data (e.g. incident trends, service statistics, community alerts).
- Integration with existing city data systems (e.g. CAD/RMS, GIS, CRM).
- Configurable notification tools for press releases, safety tips, and event updates.

3. Two-way communication

- Secure messaging and notification features allowing staff to interact directly with citizens.
- Role-based user permissions and audit trails for accountability.
- Integration with city social media and email systems for streamlined outreach.

4. Analytics and Reporting

- Real-time and historical analytics on engagement activity, service response, and community sentiment.
- Customizable dashboards and exportable reports for administrative and operational use.
- KPIs tracking communication volume, satisfaction rates, and response times.

5. Security, Accessibility, and Compliance

- Full compliance with CJIS, ADA and relevant privacy standards.
- Role-based authentication and encryption of data at rest and in transit.
- Multilingual and mobile-responsive design to ensure inclusivity.