



Ogden City Corporation

Request for Proposal

Public Safety Community Engagement and Reporting Platform

Q & A

1. Do you expect this to be a product offering (COTS), or can it be a solution that we build specifically for the City's requirements?
 - a. COTS preferred but wouldn't rule out a custom-built solution
2. Who is the incumbent vendor currently providing similar services?
 - a. We are not inclined in providing this information at this time. You may submit a GRAMA request with City Records Office to secure a copy of the current contract, pursuant to State Code provisions.
3. Is the incumbent vendor allowed to participate in this RFP?
 - a. Yes.
4. What are the current limitations and challenges that you are facing?
 - a. No limitations or challenges with current platform.
5. Who will be responsible for hosting?
 - a. We would prefer the solution provider to be responsible for hosting.
6. What is the hosting preference Cloud vs On-prem?
 - a. Preference would be for Cloud.
7. What hosting provider is currently being used for the existing system, and will the awarded vendor be expected to continue with this provider or propose and manage a new hosting environment?
 - a. Current vendor is utilizing AWS. Awarded vendor to propose and manage hosting environment best suited for their solution.
8. What is your preferred hosting service provider (AWS or Azure)?
 - a. Azure
9. Do you have any streaming data sources? If yes, please mention in details.
 - a. No

10. How many users do you have? Please provide the internal and external users who utilize this system?
- a. 13 Internal users. External user count would in theory be any resident of Ogden City, which has a population of roughly 90,000.
11. Are there any 3rd party software or tools that need to be integrated? If yes, can we assume that the city provides an API for Integrations?
- a. No third party software or tools to integrate.
12. Who are the primary stakeholders collaborating with the vendor, and what are their roles?
- a. Primary stakeholders will include an Ogden City IT Project Manager to oversee the technical aspects and requirements of implementation, along with several officers from Ogden Police administration to guide the implementation and act as subject matter experts.
13. Is a Utah license required during RFP submission or during the Award period?
- a. If your business is headquartered outside of Utah, please start connecting with the Utah Department of Commerce, Division of Corporations and Commercial Code related to the State's requirements on business registrations. We are not familiar with the details and their processing time.
14. What are the expectations and timeline for ongoing support and maintenance after the system is implemented?
- a. Ongoing support and maintenance would be expected throughout the life of the contract.
15. Do you have an estimated project start date and desired go-live date? Please mention in months.
- a. While no hard start dates or go-live dates are set, we would anticipate beginning the implementation process within two weeks of the contract being awarded.
16. Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?
- a. All work can be completed remotely.
17. Do you accept offshore resources?
- a. For this particular work we would prefer to keep it onshore.

18. What is the approved budget or range allocated for this project?
- a. \$22,000 is budgeted per year (not to exceed three-year contract term).
19. Can the City clarify whether it prefers a Commercial-Off-The-Shelf (COTS) solution that can be configured or a fully custom-developed platform?
- a. We would prefer a configurable COTS solution.
20. Does the City currently have any existing systems or vendors supporting public engagement or citizen reporting (e.g., mobile apps, online portals)? If yes, what systems and integrations currently exist?
- a. Yes.
21. Can you specify which CAD and RMS systems the platform must integrate with (e.g., vendor names, API capabilities, or preferred data formats)?
- a. Spillman
22. Should the platform also integrate with dispatch logs, GIS mapping, or CRM modules, or only CAD/RMS?
- a. CAD/RMS and GIS mapping. Ogden City currently utilizes ESRI ArcGIS.
23. For public dashboards, what level of data exposure or anonymization is expected (e.g., summarized incident statistics vs. case-level details)?
- a. We do not require / want any public-facing dashboards. Communication will occur solely between the Police department and the submitter. All information will remain confidential between them.
24. Does Ogden City expect the platform to include a moderation workflow for citizen-generated content (comments, photos, etc.)?
- a. No
25. Is there an expectation for multilingual support, and if so, which languages must be supported besides English?
- a. Yes, Spanish.
26. Does the City have a preferred hosting environment (on-premises, City-managed cloud, or vendor-hosted SaaS)?
- a. Vendor hosted SaaS is preferred.

27. Are there any technology or database preferences (e.g., Microsoft stack, AWS, Azure, SQL Server, PostgreSQL, etc.)?
- a. MS stack, SQL Server preferred.
28. Will the City provide access to integration APIs or test environments for CAD/RMS during development?
- a. Yes
29. Is the system required to comply with specific Utah State cybersecurity or data retention policies in addition to CJIS and ADA?
- a. Yes, the system would be required to comply with Utah State cybersecurity and data retention requirements in addition to CJIS and ADA.
30. Does Ogden City require the system to be CJIS-certified hosting or just CJIS-compliant operations?
- a. CJIS-compliant
31. The RFP does not define a go-live timeline does the City have a desired implementation completion or pilot launch date?
- a. We do not have a hard set go-live timeline. We would be looking to begin implementing within two weeks of awarding the contract.
32. Does Ogden City prefer a phased rollout (pilot → citywide) or a single full deployment?
- a. Preferably a phased rollout.
33. Are there seasonal or fiscal deadlines (e.g., budget year cut-offs) that vendors should consider when proposing the implementation schedule?
- a. No.
34. What level of training and change-management support does the City expect (e.g., train-the-trainer, onsite workshops, documentation only)?
- a. Train-the-trainer along with operational documentation.
35. How long is the City expecting post-implementation support and warranty coverage before moving to ongoing SLA billing?
- a. 90 Days

36. Should the cost proposal include licensing for a fixed user count, or should vendors assume unlimited city users/residents?
- a. We would like to see a cost proposal for both, one for a fixed user count of 90,000 and another for unlimited.
37. Does the City have a budget ceiling or estimated budget range for planning purposes?
- a. \$22,000 per year.
38. Is the City open to multi-year subscription pricing (SaaS model) instead of one-time license plus maintenance?
- a. Yes
39. Can vendors submit alternative pricing structures (e.g., modular pricing by feature set)?
- a. Yes.
40. The contract term is stated as three years does the City anticipate optional renewals or extensions beyond that term?
- a. No
41. Should the vendor handle CJIS data storage and encryption in-house, or will the City manage its own CJIS-segmented environment?
- a. Vendor should handle all storage.
42. Will the platform require integration with the City's identity management (SSO/Active Directory) for staff login?
- a. No.
43. Are there specific data-retention or audit-trail duration requirements under Utah public-safety records policy?
- a. Yes. The awarded vendor will need to be compliant with Utah data privacy and retention policies.
44. Should the vendor provide penetration testing or third-party security audit reports during acceptance testing?
- a. Yes, we would like to see third-party audit reports.
45. Is there a scoring rubric or weighting breakdown beyond what's listed (e.g., minimum thresholds for functionality vs. price)?
- a. No.

46. Will shortlisted vendors be invited for live demos or presentations, and if so, when is that anticipated?
- a. As outlined in the RFP, the selection committee may require demos or presentations after the initial review. We anticipate the initial meeting to happen within 7 days of the RFP deadline, barring any scheduling issues. The shortlisted vendors will be contacted for possible demos or presentations.
47. Can vendors include optional enhancements or add-on modules (e.g., AI analytics, chatbot, predictive heat-maps), or should proposals only cover baseline requirements?
- a. Yes, feel free to include any optional enhancements or add-ons that you feel may be beneficial.
48. Are there any specific reporting KPIs or dashboards the City expects pre-built at go-live?
- a. No.
49. Is there an expectation for the vendor to provide branding/customization to match Ogden City's website and public-facing standards?
- a. No expectations of branding but it would be nice if it was an option.
50. May vendors submit digital copies (USB or secure cloud link) in addition to printed copies for evaluation convenience?
- a. No additional submittal is needed. Please submit hard copies only.
51. Are subcontractors or partners required to hold their own Utah contractor licenses, or is prime-vendor licensing sufficient?
- a. Ogden City Corporation contracts directly with the awarded vendor. Licensing requirements apply to the prime contractor / vendor. You are responsible for managing your subcontractors and partners in accordance with your organizational rules and regulations.
52. Will the City post a formal Q&A addendum summarizing all vendor questions and answers?
- a. A Q&A document and addendum 1 have been posted in the City's bid opportunities webpage - [ogdencity.com/264/Purchasing](https://www.ogdencity.com/264/Purchasing)
53. Who will be the project's technical point of contact (outside of the Purchasing Office) after contract award from the IT Department or Public Safety Department?

54. Is there any incumbent for this opportunity?
- a. Yes, the City has a current provider.
55. If there is an incumbent then why you are looking for other companies? Are you not happy with them?
- a. In accordance with City policy, we are required to conduct an RFP process to enter into a three-year vendor contract for this service.
56. If there is an incumbent then are they bidding for this opportunity?
- a. We have been informed that the incumbent is interested in submitting a proposal for this RFP.
57. What is the allocated budget for this RFP?
- a. \$22,000 is budgeted per year (not to exceed three-year contract term)
58. Will the State accept a custom-developed solution, or are you specifically expecting a COTS platform configured to your needs?
- a. Would highly prefer a COTS platform but would not automatically rule out a custom-developed solution.
59. Is the State open to a cloud-hosted solution (SaaS/PaaS) or do you prefer deployment on State-managed infrastructure?
- a. We are open to cloud-hosted solutions providing sufficient security measures/practices can be demonstrated regarding handling of data.
60. Is there an expectation for AI-driven features, such as automated classification, or chatbot triage?
- a. No, there is no expectation for AI driven features.
61. What is the expected volume of users or concurrent sessions (citizens and staff) to size the infrastructure appropriately?
- a. User volume outside of staff is unknown. The user volume as far as citizens go is in theory the population of Ogden, approximately 90,000 citizens. The number of internal staff would be 13 total.
62. Are there any expectations for mobile app publishing (iOS and Android), or is a responsive web portal sufficient?
- a. A web portal that is mobile friendly is sufficient

63. How many City staff members will need training (administrative, analyst, and user roles)?
- a. 13
64. Are there existing legacy systems or processes that this platform will replace (e.g., web forms, email-based reporting)?
- a. No
65. Should the vendor include data migration from current tools (if any)?
- a. No
66. How will cost/value scoring be determined — lowest cost, cost-to-value ratio, or best-value methodology?
- a. The selection committee will use the best-value method based on the criteria outlined in the RFP.
67. Reporting Functionality – Will online reporting cover only non-emergency incidents, or will the City also permit certain low-level police reports (e.g., property damage, theft under a defined threshold)?
- a. It will cover both
68. Case Tracking – Should the platform provide real-time case status updates to residents, or periodic notifications at defined milestones?
- a. Either option is acceptable.
69. Anonymous Submissions – Will the City allow anonymous reports, or should all users authenticate through verified accounts?
- a. No anonymous submissions. Current platform requires interaction from a cellular device.
70. Media Attachments – Are there file size or format limitations for photo, video, and document uploads?
- a. Pictures and PDFs under 5MB, video under 50MB, however, media uploads are not required.

71. Mobile Access – Does the City expect a native mobile application (iOS/Android), or will a responsive web portal suffice?

a. A responsive, mobile-friendly web portal would be sufficient.

72. Language Requirements – Beyond English, which languages must be supported to meet community accessibility goals (e.g., Spanish, Marshallese, Vietnamese)?

a. Spanish.

73. CAD/RMS Integration – Can the City specify the CAD and RMS systems currently in use (vendor name, version, and available API or interface methods)?

a. CAD/RMS system in use is Spillman

74. GIS Integration – What GIS platform is used by the City (e.g., ESRI ArcGIS, QGIS, or another system)?

a. ESRI ArcGIS is utilized

75. CRM / Case Management Systems – Does Ogden City use an existing CRM or ticketing system that needs integration with the new engagement platform?

a. No.

76. Social media and Email Integration – Should the system be able to post directly to city-managed social media and email channels, or simply consolidate engagement analytics?

a. No.

77. Single Sign-On (SSO) – Is SSO integration with an identity provider such as Azure AD, Okta, or Google Workspace required?

a. No.

78. Commercial Model (SaaS vs. Perpetual) – Does Ogden City anticipate an annual subscription or recurring SaaS fee structure, or a one-time purchase with optional support renewal after deployment?

a. Preferably an annual subscription

79. Data Residency – Are there requirements that all data be stored within the State of Utah, or is U.S.-based cloud hosting acceptable?

a. U.S. based hosting is acceptable

80. CJIS Compliance Verification – Should the proposer provide proof of CJIS certification, or is adherence to CJIS security policy sufficient?

a. Proof of adherence is sufficient

81. Data Retention Policy – What is the expected retention period for submitted reports, media, and engagement analytics?

a. 1 year

82. Encryption Standards – Does the City have preferred encryption standards for data at rest and in transit (e.g., AES-256, TLS 1.3)?

a. Yes, AES-256

83. Access Control – Should the solution integrate with existing City Active Directory or require standalone role-based access management?

a. Standalone role-based access

84. Administrative Users and Roles – Can Ogden City specify the expected number of administrative and staff users who will access the platform, along with their typical roles or permission levels (e.g., system administrator, analyst, dispatcher, communications officer)? This will help ensure accurate user provisioning, access control design, and license structuring.

a. We anticipate two top level administrative users, and the remainder would be made up of officers and dispatch for a total of 13.

85. Target Go-Live Date – Does the City have a preferred project start or go-live date following contract award?

a. We would like to begin implementation within two weeks of awarding the

contract.

86. Training Requirements – Should vendor-led training be conducted on-site in Ogden, or are virtual/remote training sessions acceptable?

a. Virtual/remote training sessions are acceptable.

87. Data Migration – Will the vendor need to migrate any historical data (e.g., prior community reports, survey data, or communications logs)?

a. No.

88. User Volume – Can the City estimate the number of expected administrative users and projected monthly public interactions?

a. Two administrative users with 6k projected monthly public interactions.

89. Service Level Expectations – Does Ogden City have minimum acceptable uptime or response metrics (e.g., 99.9% availability, 1-hour critical response)?

a. 9.9% availability, 1-hour response times for critical issues and 24-hour response/follow-up on non-critical issues.

90. Maintenance Windows – Are there defined maintenance windows or blackout periods to minimize disruption to City services?

a. No.

91. Multiple Awards – If multiple vendors are selected, how will the City divide the scope (e.g., engagement portal vs. analytics components)?

a. Potentially divided by engagement portal vs. analytics. However, that won't be fully known until all submissions have been reviewed.

92. Pilot or Proof of Concept – Would Ogden City consider a pilot or sandbox environment to validate integrations and user adoption prior to full deployment?

a. Yes.

93. Data Ownership – Please confirm that Ogden City will retain full ownership of all data generated or collected via the platform.

a. Ogden City would retain ownership of any generated or collected data.

94. Renewal Terms – After the initial three-year contract, will renewal be automatic, optional, or require a new procurement process?

a. Pursuant to Ogden City purchasing administrative policy, a new RFP will be required.

95. Budget Range – Can the City share a general budget range or not-to-exceed amount to help vendors propose scalable, compliant solutions?

a. A general budget for implementation has been set at \$22,000 per year.

96. Payment Milestones – Will payments be milestone-based upon deliverables or time-based (e.g., monthly SaaS subscription)?

a. Milestone based upon deliverables

97. Evaluation Presentation – For finalists, will vendors be invited to present demos in person, virtually, or both?

a. Both are welcome.

98. Is the Ogden Police Department looking ... to integrate with an existing online reporting platform or for an “all-in-one” solution?

a. Ogden City is not looking for a platform to integrate with any existing online platform or for an “all in one” solution. This is not a requirement.

99. Because of the close turn around to submit questions and to get the answers so we can prepare a precise response is it possible to get an extension on the due date. As well the request for hard copies pushes getting the response to Ogden.

a. After careful consideration, Ogden City will extend the proposal deadline to December 2, 2025 at 2PM. Please follow the submission requirements.