



Exhibit 5

Questionnaire

Please use Questionnaire v2 with your Proposal.

This Questionnaire will help inform the City on how to score Vendor's Proposals (Namely in Evaluation Criteria 1-4).

Section #1- Minimum Mandatory Qualifications

The following items have been identified as mandatory requirements for this procurement ***unless marked "preferred"***. Firms that do not meet any of these mandatory requirements may be determined as non-responsive (uncomplying) and removed from the evaluation process. Provide an explanation in each "comments" text box if any of the requirements are answered "No" in this section. The City recognizes that these types of solutions are relatively new and portions of the solution may still be under development based on the unique circumstances of each customer that is supported. Responding firms will fully explain status of solution where appropriate below:

1. The proposing Firm shall disclose if the solution utilizes any element of AI as part of your solution or modules. If so, please disclose the product or tool used.

Yes No

Comments:

2. The proposing Firm shall disclose if their solution meets Colorado state law for *Accessibility Standards for Individuals with a Disability* and is compliant with Level AA of most current version of the Web Content Accessibility Guidelines (WCAG). See Colorado law [here](#).

Yes No

Comments:

3. The Vendors proposed solution is a fully tested production product and not in alpha or beta development stages. *If you are proposing a product in development, you must make note of that on your cover page and include the product launch-date in your Project Plan.*

Yes No

Comments:

4. The proposed system utilizes SAML, OAuth or applicable protocol for managing system security access and authentication.

Yes **No**

Comments:

5. The solution must be compliant with applicable industry regulatory compliance frameworks for the information that it accesses, processes, renders, and stores. Must be CJIS compliant.

Yes **No**

Comments:

6. Is your firm or Entity registered with Sam.gov?

Yes **No**

Comments:

Section 2 - Vendor Qualifications

These questions will help the city determined their scoring per Evaluation Criteria 1. Please answer the questions honestly and in detail.

1. The Solution or variations thereof, must currently be implemented and in use by government agencies in the United States (preferred).

Yes **No**

Comments:

2. Offeror to have been in the business of selling, delivering, and supporting the proposed solution; including equipment, software, services, or a variation thereof, for a minimum of three (3) years (preferred).

Yes **No**

Comments:

3. Offeror to have at least two successful implementations of a system using similar technologies proposed to the City.

Yes **No**

Comments:

4. Proposed solution should be compatible with the following products and platforms (preferred).

a) ArcGIS and/or ESRI

Yes **No**

Comments:

b) Milestone

Yes **No**

Comments:

c) Axon Evidence.com

Yes **No**

Comments:

d) Robot cameras

Recon Robotics

iRobot

Yes **No**

Comments:

e) Central Square CAD

Yes **No**

Comments:

f) Axon Body Worn Camera

Yes **No**

Comments:

g) License Plate Readers

LSAG

Genetec

PIPS (3M)

Flock

Yes **No**

Comments:

h) Microsoft single sign-on

Yes **No**

Comments:

- i) Drone Sense
Yes **No**

Comments:

- j) Chrome and other industry accepted web-browser
Yes **No**

Comments:

5. The City will be the owner of the data from this application, including all meta-data and transactional data.

Yes **No**

Comments:

6. The proposing firm must be capable of providing data migration services (preferred).

Yes **No**

Comments:

Section 3 - Use of Subcontractors/Partners

1. There may be areas for use of subcontractors or partners in this project. If you are utilizing this approach, your proposal must list the subcontractors/partners, their area(s) of expertise, and include all other applicable information herein requested for each subcontractor/partner. Please keep in mind that the City will contract solely with your company, therefore subcontractors/partners remain your sole responsibility.
2. Identify whether your Company is a single source provider of professional services or if a subcontractor will be used. If a subcontractor will be used, please provide detailed information regarding the nature of the subcontracting work and descriptive information about the Company including its primary representative.
3. Within the previous five (5) years has your Company used any subcontractors to perform work on a government contract when the subcontractor had been debarred by a government agency?

Section 4 - Company Information

1. What is the primary focus of your business?
2. Provide a description of the Company's background and history, including year established, former names (if any) and type of ownership (corporation, partnership, etc.).
3. Provide your Company's home office address.
4. How many years has your Company been marketing and supporting the proposed solution being offered to the City?
5. Provide the total number of active installs of the proposed solution in the United States. An active install is defined as one customer, regardless of the number of unique setups or departments, using the proposed solution.
6. What is the location of the nearest agency or company using the proposed solution?
7. Provide a statement defining the Company's current financial stability. Indicate if your firm is a public or private entity, etc.
8. Provide your Company's vision of industry standards and best practices for enterprise level data management solutions similar to what has been described herein including how you develop your vision.
9. How do you help facilitate the adoption of best practices described above with your government clients?
10. Describe what is distinctive about your Company and the services that you offer, including any value-added services.
11. Has your Company, its affiliates, subsidiaries or parent company ever filed for bankruptcy law protection?

Yes **No**

Comments:

12. Has your Company received notice of and / or in litigation about patent infringement for the products and / or services being offered to the City?

13. **Yes** **No**

14. Comments:

15. Has your Proposed Solution been barred from use in any local, state, or federal jurisdiction due to your policies, practices, and/or reason not specified?

Yes No

Comments:

16. Is your Company in the process of or in negotiation to be sold?

Yes No

Comments:

17. Within the previous five (5) years has your Company been debarred from contracting with any local, state or federal governmental agency?

Yes No

Comments:

Section 5 - Proposer's Employees Experience and Qualifications

This section will help the City score vendor's Proposals for Evaluation Criteria #1.

1. Identify the Contract Manager and Program Manager to be committed to this project. Once identified, the Program leader(s) cannot be changed without the approval of the City of Greeley.

Name of Contract
Manager:

Phone Number:

Cell Phone Number:

Email Address:

Name of Program
Manager:

Phone Number:

Cell Phone Number:

Email Address:

2. Provide an affirmative statement of the Projects Manager's authority to make significant decisions relevant to this solicitation, and that he / she has direct access to the Contractor's top management for resolving problems beyond the relationship's direct authority.
3. The City seeks a long-term relationship with the selected provider and realizes that a vital resource will be the Offeror's staff members. Please provide a synopsis of the key staff members that will be assigned to the project. Include no-more-than three resumes that highlight key facts about each employee, such as length of employment with the vendor, job responsibilities, previous work experience, and certifications.

Section 6 - Training and User Documentation

The Contractor will be required to train City personnel in the use of the solution and any user operated equipment. The Contractor shall explain and document in the proposal response, their training program in detail including description of the training program, availability of manuals, specific areas covered, number of people who will be trained, levels of staff and management to be trained, hours of training and other information that will allow for evaluation.

- Training shall occur prior to the City's use of the solution
- Training will be conducted at a City facility or virtually as determined by the City
- Contractor will provide an electronic copy of training materials and the City has the right to make hard copies as deemed necessary
- The training plan must include written descriptions of the precise training classes that will be conducted, to include system Administer training, "train the Trainer" and Operator training

1. Describe the Administrators training program.
2. Describe the "Train the Trainer" training program.
3. Describe the End-User (Content Creator) training program.
4. Describe the End-User (Content Viewer) training program.

Section 7 - Warranty, Maintenance, and Support Services

The offeror must be able to provide knowledgeable and timely product support. The Awarded Proposer will be responsible for providing ongoing use and technical support during the City of Greeley's RTIC operational hours (7:00am to 5:00pm Mountain Standard Time) Monday through Friday with after-hours emergency support available. The support must be available in a variety of areas including, but not limited to, installing and configuring product updates as they become available, addressing product inquiries and product errors as documented in the Service Level Agreements, and providing documentation for product upgrades and using client feedback to determine product enhancement priorities.

1. Is the proposed solution available 24 hours a day/7 day a week?

Yes **No**

Comments:

2. Will a toll-free problem resolution number be provided, if awarded a contract?

Yes **No**

Comments:

3. Please provide information about your phone and web-based help, including hours of operation and time zone.

4. What is your tracking system for ensuring that requests for service are promptly addressed?

5. What are your problem reporting and resolution procedures?

6. Provide your Service Level Agreement (SLA) for the proposed solution. Include the response time, resolution time (return to service), and a description for each level of severity.

7. Is the customer service / help desk function performed in-house or is it outsourced? If outsourced, indicate the location.

8. What is the Company's up time/ availability record for the proposed solution?

9. Describe any support communities or groups that your Company provides for business and technical customers.

10. Will your Company provide a one-year warranty for this solution, with the warranty period beginning upon final and complete acceptance of the project?

11. Describe the warranty coverage that will apply during this one-year period.
12. Does your Company agree to NOT charge maintenance during the one-year warranty period?
Yes **No**
Comments:
13. What is the response time to conduct on-site and off-site maintenance and repairs when the supported product fails or does not function as designed .
14. Explain the process of moving gunshot detection equipment from its original location.
15. If our Real Time Information Center should need to be relocated will your company support and assist with our move?
16. Does your company work with State and local agencies (Colorado Department of Transportation) to place equipment or devices on their property?
17. Do your products have their own solar power or do they need power on the existing pole prior to installation?

Section 8 - General IT Information

1. What is the name of the product(s) that you are providing responses to via the RFP?
2. If applicable, describe in detail your hosting platform including any third-party providers.
3. Did your Company develop your proposed solution or does your Company re-sell / integrate solutions?
4. What are the recommended and/or required hardware and operating system platforms for deployment?
5. What is the release version and how long has this product been on the market?
6. Describe the process your customers typically follow to customize your proposed solution.

7. What software development language(s) and tools are used to make and maintain the proposed solution?
8. Provide detailed system architecture documentation including system, network, security, and traffic flows to assist City of Greeley Information Technology with understanding Firewall configuration and system implementation requirements.
9. Please describe your proposed solutions licensing model.
10. If using subcontractors anywhere within your process or infrastructure, describe your contractual and working relationship including how long you have worked with them, what services they are providing, where they are located, the length of your current contract, and what extension options are in place.
11. Describe the architecture of any API integration capabilities included with the proposed solution.

Section 9 - Security

1. Describe the application's integration protocols with SAML or OAuth for managing system security access and authentication utilizing Entra SSO.

2. Please describe the process for user creation, management and security of customer facing user / password database.

3. Does the solution allow for multi-faceted role-based authorization security levels for activities within the solution? Example: division assignment + role = permission / access

Yes **No**

Comments:

4. Can the solution enforce identification security by SAML group memberships?

Yes **No**

Comments:

5. If the application is installed on or accessed from a user's workstation, does it contain methods of security to prevent unauthorized access?

Yes **No**

Comments:

6. Do the users of the system need local administration rights, after initial installation, in order to run the application?

Yes **No**

Comments:

7. Does the solution prohibit third-party vendor access to the system unless allowed by authorized personnel at the City of Greeley?

Yes **No**

Comments:

8. If the solution stores or transmits regulated data (HIPAA, CJIS, DOJ, etc.), can you provide compliance letters to include third-party data centers?

Yes **No**

Comments:

9. Does the solution include granular security features to restrict information by user that can be viewed, added or modified?

Yes **No**

Comments:

10. Does the solution support customization of the number of failed logins or access attempts that triggers account or data lockout?

Yes **No**

Comments:

11. Explain what method of data security is utilized (SSL, TLS, etc.).

12. Does your solution include security audit reports? If yes, please explain types and how often they are completed. **Yes** **No**

Comments:

13. Does your proposed solution allow customer access to your firm's security and audit reports?

Yes **No**

Comments:

14. Does your proposed solution allow customer access to your firm's security breach reports and corresponding logs?

Yes **No**

Comments:

15. For hosted data, if applicable, provide documented security policies and procedures to include handling of electronic data, physical security, and employee security.

16. Describe how user's personally identifiable information is secured.

17. How does your company respond to security breaches or loss of information?

18. Provide a review of your company's security procedures.

19. Describe Internet sign-on and multi-factor identification procedures. Is it compatible with Microsoft Entra?

20. Provide options for IP access restriction, and / or security challenge questions upon access from an unknown or previously used location.

21. What would be the City's liability in the event of a security breach or loss of data?

22. Provide information about any third-party data centers that provide services including, but not limited to, data storage, processing, location, etc.

23. What are your procedures for off-site storage of information and data retention?

24. Describe how you receive, store, process and transmit encrypted data that is provided to your software by the City.

Section 10- Disaster Recovery

If a hosted solution is proposed, the Service Provider must indicate the capability to recover from natural, human-caused, and electronic disasters (including security compromises) that could interrupt service to the City and the City's customers. The Service Provider will detail their solution to include:

1. Provide the location, including City and State, of all data centers that could potentially host City of Greeley data.

2. Will there be any cost to the City for disaster recovery services?

3. Is all data, including metadata and transactional data, backed up on a scheduled basis? If yes, please describe the process and frequency.

4. What is the estimated time to recover from disaster events and what are the service level expectations for business continuity following a disaster?

Section 11 - Data, Dashboards, and Analytics

1. Does the solution provide dashboards, analytics, and report templates? If so, please list and provide samples.

Yes No

Comments:

Section 12 - Releases & Quality Control

1. Describe the criteria for assuring full system performance and outline how tests will be conducted to demonstrate proper installation.

2. Describe the quality assurance processes that your organization employs to ensure that solution versions are free of defects prior to release.

3. How are customers informed about new patches and upgrades?

4. Describe the product documentation, including any release notes that are included with minor and major releases.

5. How frequently are minor and major solution updates released?

6. List all minor and major updates of the proposed solution including version number and date of release over the past 12 calendar months.

7. Describe the process to ensure the integrity of any customizations is maintained during upgrades.

8. Can customers elect whether or not to upgrade to the latest version? If customers can choose to remain on an older version, are they still under active support?

9. What is the frequency and duration of any regularly scheduled maintenance windows?

10. Is the application unavailable during maintenance windows?

11. Are users informed in advance of planned maintenance outages? If so, how far in advance, and in what manner?

12. Describe the lifecycle policy for the solution and the process and frequency whereby non-current versions are rotated out of active support.

Section 13 - Client References

1. List up to three (3) government agency or corporate references for which your firm is currently providing a similar solution and on-going services as outlined in the RFP (preferred).

Please note references will not be held confidential and the City may contact the references listed.

A government agency is defined as Federal, State, County, City/Town and State/Local University/College.

The following information must be provided for each reference.

- Name of agency/firm
- Contact person(s)
- Phone number
- E-mail address
- Description of project
- Software products provided
- Project's original contracted cost and final cost
- Implementation dates

Reference #1:

Reference #2:

Reference #3:

The evaluation committee reserves the right to contact references provided by Offeror.

2. If use of subcontractor is proposed, provide 3 references for each of them following the criteria above.

Reference #1:

Reference #2:

Reference #3: