



City of Mobile
Request for Proposals
RFP Number 5797

Citizen Online Police Reporting System

The City (“City”) of Mobile is seeking proposals from qualified contractors to provide a comprehensive online system for Citizens to make reports to the Mobile Police Department (“Department”). The City is looking for a system with functionality similar to that provided by the LexisNexis Coplogic Solutions Inc Desk Officer Reporting System.

Proposals submitted in accordance with this Request for Proposals must be submitted and be received by the City not later than 5:00 pm, Tuesday, April 18, 2023 to:

Procurement Department
City of Mobile
205 Government St
Mobile, AL 36602

US Mail delivery to:
Procurement Department
City of Mobile
PO Box 1948
Mobile, AL 36633.

Questions regarding this RFP are due to Purchasing@CityofMobile.org by 5:00 pm, April 12, 2023.

The full contents of the Request for Proposals (RFP), and any subsequent Addenda to this RFP may be found on the City Bid page at <https://www.cityofmobile.org/bids>.

1. GENERAL INFORMATION

1.1. The City of Mobile Police Department provides public safety services to approximately 270,000 citizens within the City of Mobile and its adjacent police jurisdiction. The Department is divided into five precincts. The four major precincts each respond to approximately 45,000 calls for service annually. The Central Precinct responds to approximately 10,000 calls annual. The overall annual call volume is approximately 190,000 calls. The City has approximately 450 sworn officers.

1.2. The City of Mobile Police Department (MPD) desires to improve Citizen access to



police services, encourage timely reporting of incidents, improve responsiveness and documentation of all police activities, and optimize the use of officer time in managing reporting and response requirements.

- 1.3. The City does not currently have an online crime reporting system for Citizens. All Citizens must use either the 911 Public Safety Answering Point System, a direct call to a precinct, a direct report to an officer, or use of the City's 311 non-emergency reporting system. Each provides obstacles, inefficiencies, and inconsistencies in the timely and accurate reporting by Citizens.
2. SPECIFICATIONS: Proposed upgrades must meet the following performance outcomes.
 - 2.1. The product must allow for secure electronic reporting of relevant incident data by the general public via cloud-based software solution.
 - 2.2. The product must be accessible and operable at all hours.
 - 2.3. The product must be easy to access and use.
 - 2.4. The product must include a wide range of incident reporting types, customized in a natural workflow to allow for accurate, thorough reporting.
 - 2.5. The product must guide citizens to use the best reporting method for the scenario being encountered and reported.
 - 2.6. The product must allow some customization for use by MPD, to include branding and specific data fields and extraction capabilities.
 - 2.7. The product must have a method to provide notification to MPD when reports are received, including triage and alert reporting for reports that should receive attention.
 - 2.8. The Contractor must have promotional features to encourage citizen use of the product.
 - 2.9. The Contractor will be expected to include training and support for the product to efficiently train City employees and to provide help and trouble reporting and resolution.
 - 2.10. The Contractor must have an off-the-shelf solution ready to fully implement within six months of contract award.



- 2.11. The City will not indemnify Contractor nor agree to waive or limit liability.
3. RFP SUBMISSIONS: Responses shall include the following information, presented in this order. Responses shall include one signed paper copy and one electronic flash drive or compact disc copy of the complete proposal.
 - 3.1. Cover Letter. On firm letterhead, please identify the principal contact, providing the name, title, street address, email address, and phone number as well as all persons authorized to represent the respondent. Please include a description of your company and any reservations or comments regarding this RFP. If you have standard license agreements, disclosures, or contract terms, please reference them here and include them as enclosures.
 - 3.2. Qualifications and Experience. Provide the information regarding your team and other similar Public Safety agencies your software supports.
 - 3.2.1. Leadership and Operating Team. Please name the corporate leadership and key team members that will design, install, and support your installation.
 - 3.2.2. Relevant Experience providing similar citizen reporting solutions. Please provide customer name, brief description of the scope of the work, and customer contact information for previous courtroom technology projects.
 - 3.3. Representative Solution. Provide describe the technology you intend to provide that meets the City's performance requirements in Section 2 of this RFP.
 - 3.3.1. Describe the product functions.
 - 3.3.2. Describe the citizen interface.
 - 3.3.3. Describe the reporting that will be received by MPD
 - 3.3.4. Describe the customization, installation, training, and support you can provide.
 - 3.3.5. Describe your data security protocols related to the information you collect and store, including any cloud hosting security, and any SOC certifications or compliance.
 - 3.4. Fees. Provide a breakdown of the fees you will charge for your solution.



4. METHOD OF SELECTION

- 4.1. Proposals should be prepared simply and organized as described in Section 3.
- 4.2. The City reserves the right to reject any and all proposals, and to waive minor irregularities in the procedures or in any submission.
- 4.3. All submissions shall become the property of the City, and the City retains the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right. The City cannot guarantee the confidentiality of any information or materials submitted in response to this RFP, though it will endeavor to protect from disclosure confidential financial information marked as such by proposers, and determined by the City to be sensitive and confidential. Proposals and communications exchanged in response to this RFP should be assumed to be potentially subject to public disclosure.
- 4.4. The City assures that no person shall, on account of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Mobile further assures that every effort will be made to ensure non-discrimination in all of its programs and activities.
- 4.5. The City will conduct an evaluation of all submitted proposals by a designated selection team. The evaluation process will identify the Proposer who, in the City's sole discretion, is best suited to meet the City's needs and objectives. The City may conduct interviews as part of the evaluation process.
- 4.6. The intent of the City is to select one proposal determined to be the most advantageous to the City based on the evaluation criteria. The City may, however, select multiple highest-scoring proposals for further development, negotiation, and competitive reconsideration before determining the highest overall scoring proposal.
- 4.7. Proposals will be evaluated on a 100-point scale according to the following categories and weighting:
 - 4.7.1. Qualifications and Experience 30 points.
 - 4.7.2. Representative Solution 40 points
 - 4.7.3. Fees and Fee Structure 30 points.
- 4.8. The City reserves the right to reject any or all proposals, or to indefinitely extend this proposal opportunity.



4.9. Proposal Protests:

4.9.1. Any actual or prospective bidder/vendor, who is allegedly aggrieved in connection with the issuance of the proposal package or pending award of a contract, may protest to the City Attorney. The City Attorney will review protest submissions and will make the final determination regarding the protest.

4.9.2. Requirements to Protest:

4.9.2.1. If the protest relates to the content of the bid/proposal package, a formal written protest must be filed no later than 5:00 p.m. on the fifth full business day after issuance of the proposal package.

4.9.2.2. If the protest relates to the award of a contract, a formal written protest must be filed no later than 5:00 p.m. on the fifth business day after the posting of either the contract award recommendation or the contract award itself. The formal written protest shall identify the protesting party and the solicitation involved; include a clear statement of the grounds on which the protest is based; refer to the statutes, laws, ordinances, or other legal authorities which the protesting party deems applicable to such grounds; and specifically request the relief to which the protesting party deems itself entitled by application of such authorities to such grounds.

4.10. Questions regarding this RFP must be sent by E-mail to Purchasing@CityofMobile.org, not later than 5:00 pm, April 12, 2023. The City will post replies to questions received by addendum at www.CityofMobile.org/bids , and by specific notice to any person that sends an email to Purchasing@CityofMobile.org requesting notices regarding this RFP. Proposers shall assume full responsibility for the timely delivery of the proposals to the location designated for receipt of proposals.