



CITY OF MOBILE
REQUEST FOR PROPOSALS (RFP)
RFP :5983

SOFTWARE FOR MANAGEMENT OF CITY SUPPORTED EVENTS

The City of Mobile is seeking proposals for Software as a Service (SaaS) for City management of public events supported by City services.

Written Proposals are due 4:00 p.m, 23 September 2025

US Mail Address

RFP 5983
City of Mobile
Procurement Department
PO Box 1948
Mobile, AL 36633

Package & Hand Delivery:

RFP 5983
City of Mobile
Procurement Department
205 Government Street
4th Floor South Tower, Room 408S
Mobile, AL 36644

Questions due to Purchasing@CityofMobile.org: **4:00 pm, 11 September 2025**

Proposal must be submitted in a sealed envelope with at least one signed original and one electronic copy on flash drive or CD. Proposals submitted after the due date and time may not be considered. The proposing party accepts all risks of late delivery of mailed proposals regardless of fault. The City retains the complete discretion whether to waive any irregularities in the acceptance of submissions in response to this RFP.

The full contents of the RFP, and any subsequent Addenda to this RFP may be found at <http://www.cityofmobile.org/bids/>.



1. GENERAL INFORMATION

- 1.1. The City of Mobile Event Services software solution is designed to address the unique and increasingly complex challenges associated with planning, reviewing, coordinating, and executing special events in urban environments. This solution supports a diverse range of events, from small community gatherings to large-scale festivals, parades, and multi-day productions that require extensive coordination across multiple city departments and external stakeholders. The software's mission is to streamline workflows, improve interdepartmental coordination, increase transparency for applicants and staff, and ensure that city resources are utilized effectively and safely.
- 1.2. Situations Addressed: Currently, event coordination in the City of Mobile relies heavily on manual processes, fragmented systems, and email-driven communication to manage everything from site plan submission to multi-departmental approvals and billing. This leads to delays, duplicate data entry, inconsistent communication, and inefficiencies in resource allocation. The new system is being introduced to unify these operations under one comprehensive platform. The software solution will serve as the backbone for:
 - 1.2.1. Coordinating city services (e.g., Police, Fire, Traffic, Sanitation) for public events
 - 1.2.2. Identifying and preventing conflicts between overlapping events
 - 1.2.3. Ensuring compliance with city safety, revenue, and accessibility regulations
 - 1.2.4. Providing public transparency for citizens and event organizers.
- 1.3. Intended Users: The platform is designed for a wide spectrum of users, including:
 - 1.3.1. Event Applicants (Citizens, Businesses, Nonprofits): to plan, apply for, and manage their event applications
 - 1.3.2. City Department Staff: to review, quote, approve, and fulfill service requests
 - 1.3.3. Event Services Coordinators: to monitor event workflows, communicate with stakeholders, manage approvals, and generate invoices
 - 1.3.4. Supervisors and Field Crews: to view tasks, update statuses, log inspections, and track time/material usage from the field
 - 1.3.5. City Administrators and Executives: to gain insight from dashboards and analytics, generate compliance and cost reports, and make policy decisions.
- 1.4. Usage Scenarios: The following are anticipated process-flows that the proposed software will support.



1.4.1. Event Application Workflow:

- 1.4.1.1. A citizen or organization visits the City's public portal and selects a predefined event type. They are guided through a dynamic application that adapts based on event details (e.g., size, location, whether money is changing hands, use of fireworks). They submit a site plan via the integrated mapping tool or by uploading a document.
- 1.4.1.2. The system automatically routes the application to the appropriate departments based on service thresholds.
- 1.4.1.3. Departments review the application.
- 1.4.1.4. Once all services are reviewed and costs calculated, the system generates a quote for the applicant to sign.
- 1.4.1.5. Applicants upload any additional required documents, receive their invoice, and submit payment.
- 1.4.1.6. Departments fulfill services and close the event record with post-event documentation.

1.4.2. City Department Event Support:

- 1.4.2.1. Staff log in using single sign-on (SSO) and view a personalized dashboard of their assigned events and tasks.
- 1.4.2.2. Each department can add notes, attach files, update costs, and request more information within the system.
- 1.4.2.3. Events can be batched, duplicated, or linked together for series-based events (e.g., concert series or Mardi Gras parades).
- 1.4.2.4. Supervisors assign tasks to field crews, who can update the system from mobile devices.

1.4.3. City Oversight and Analytics

- 1.4.3.1. Dashboards and reports track labor costs, resource allocation, and estimated vs. actual hours.
- 1.4.3.2. Searchable event history allows staff to improve planning year-over-year.
- 1.4.3.3. City leadership can see a live calendar of all scheduled and proposed events, with map views and blackout dates enforced.

1.5. Expected Outcomes from proposed SaaS solution. This SaaS solution reflects the City of Mobile's commitment to modernizing operations, delivering excellent service to residents, and maintaining a safe, efficient, and well-managed public event ecosystem.

1.5.1. Efficiency: Automated routing, intelligent questionnaires, and department-specific workflows will reduce bottlenecks and approval delays.



- 1.5.2. Transparency: Real-time status updates, history logs, and applicant accounts make it easy for organizers to track progress.
- 1.5.3. Collaboration: Centralized communication logs, shared calendars, and the ability to comment and review across departments improve coordination.
- 1.5.4. Equity and Compliance: The system enforces timelines (e.g., 120-day submission rule), payment schedules, and compliance checks, ensuring fair and consistent treatment for all applicants.
- 1.5.5. Cost Recovery and Accountability: Departments can accurately quote and bill for services, track waivers, and report labor/equipment costs.
- 1.5.6. Scalability: Built-in support for unlimited event types and multilingual access ensures it can adapt with the city's growth.
- 1.5.7. Accessibility: Fully ADA/WCAG-compliant public interfaces ensure access for all citizens.
- 1.5.8. Integration: Seamless connections to GIS, Tyler MUNIS, Nexgen, and Microsoft O365 allow data flow between critical city systems without duplication.

2. Technical Requirements.

- 2.1. A list of specific performance requirements may be found in Exhibit A. Please reference these in submitting your proposed product/solution.
- 2.2. The software solution must be a cloud-hosted product.
- 2.3. Provider must use commercially reasonable efforts to prevent the loss of or damage to City Data in its possession and will maintain commercially reasonable backup procedures and copies to facilitate the reconstruction of any City Data that may be lost or damaged by Provider. Provider will maintain a comprehensive information security program to protect Provider's Software and Hosted Services and City Data including logical and physical access, vulnerability, risk, and configuration management; incident monitoring and response; security education; and data protection. The Provider must possess and maintain an ISO/IEC 27001 certification or equivalent information security management system (ISMS) certification for its data center(s) which shall only be located within the United States or its Territories.
- 2.4. The Provider must be able to assure that a certified AICPA System and Organization Controls (SOC) 2 report showing that the proper controls are in place



for the software and services provided relevant to security, availability, processing integrity, confidentiality, and privacy is possessed and maintained by the Provider (FedRAMP or StateRAMP verification is sufficient).

- 2.5. The Provider must assure that a SSAE18 SOC 1 report confirming that the proper internal controls over financial reporting are in place is possessed and maintained by the provider.
- 2.6. Multifactor Authentication (MFA) shall be included as a security feature for users logging into the cloud service.
- 2.7. The software solution must be compliant with Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA.
- 2.8. Provider must ensure that commercially reasonable and appropriate measures to backup and secure City data against accidental or unlawful loss, access, or disclosure.
- 2.9. Provider must ensure that that City data shall not be used or shared by the provider or their third party vendors except for supporting the solution.
- 2.10. Provider shall promptly, and not later than within 24 hours of discovery by the provider, notify the City of any loss, damage or unauthorized access of City data.
- 2.11. Provider shall be able to provide a complete full data backup file annually of the entire cloud hosted database containing City data for archive purposes unless the solution allows the user to easily export all City data to a usable file format.
- 2.12. The City shall retain all rights to City data.
- 2.13. Provider shall indemnify, defend and hold harmless City and its officers, elected officials, agents, representatives, and employees in respect of any and all claims, injuries, losses, diminution in value, damages, liabilities, whether or not currently due, and related expenses (including without limitation, settlement costs and any legal or other expenses for investigating or defending any actions or threatened actions) arising from or in connection with Provider's performance under this agreement, including but not limited to, environmental laws, regulations, orders and decrees of whatever character or nature and damage or injury to persons or property.

3. RFP SUBMISSION PROCESS

- 3.1. Proposer's Certification. Each proposer shall complete the "Proposer's Certification" form included with this request for proposal as **EXHIBIT B**, and



submit the form with the proposal. Proposals may be rejected if the Proposer's Certification form is not submitted with the proposal.

- 3.2. Narrative Submission. In addition to the Certification Form, proposers shall submit a summary of your software solution.
 - 3.2.1. Software Performance. Proposals should be prepared simply, providing a straightforward, concise description of the Proposer's software to satisfy the requirements of the RFP. The highest scoring submissions will address the performance and technical requirements in Exhibit A, and Sections 1 and 2 of this RFP.
 - 3.2.2. Qualifications / Experience / Past Performance. Provide information about your corporate experience and qualifications to provide and support a quality, reliable, secure solution. Include any relevant reference information for previous customers.
 - 3.2.3. Pricing. Provide a pricing rubric, and specific amounts, including options if appropriate, for your solution. Include how you price setup, licenses, support, and renewals, and any term-commitment options you offer.
- 3.3. The City may request additional information in its selection process. The City reserves the right to make investigations of the qualifications of the proposer as it deems appropriate.
- 3.4. The City reserves the right to request at any time that the Proposer modify his proposal to more fully meet the needs of the City. The City also reserves the right to negotiate modifications to proposals it deems acceptable, reject any and all proposals, and to waive minor irregularities in the procedures or in any submission.
- 3.5. 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.
- 3.6. Cone of Silence. From the time of advertising, and until the final award by completion of a signed contract or purchase document issued by the City, there is a prohibition on communication by respondents (or anyone on their behalf) with the City staff and elected officials regarding this request for bids, proposals, or qualifications. This does not apply to communications directly with the Procurement Department staff during authorized question periods, or with

designated City staff during pre-bid conferences, interviews, requests for clarification, and written contract negotiations. Breaking the established prohibition on communication, if proven, may result in a disqualification of your submittal.

4. METHOD OF SELECTION

- 4.1. Late proposals: Proposals received by the City after the due date and time may not be considered. Proposers shall assume full responsibility for the timely delivery of the proposals to the location designated for receipt of proposals.
- 4.2. Completeness: All information required by the RFP must be supplied to constitute a legitimate and responsive proposal.
- 4.3. The City will conduct an initial evaluation of all submitted proposals by a designated City selection team. The evaluation process will identify the proposers who, in the City's sole discretion, best meet the City's needs and objectives for follow-up consideration. At that point the City may request more detailed information regarding software features and pricing, company qualifications, references and experience, for more detailed scoring.
- 4.4. The intent of the City is to select one vendor whose proposal is determined to be the most advantageous to the City based on the evaluation criteria. The City is seeking and will select the solution that most effectively and efficiently accomplishes the City event management tasks.
- 4.5. Proposals will be evaluated on a 100 point scale according to the following categories and weighting:

4.5.1. Qualifications, experience, and past performance	20 points.
4.5.2. Software performance –	50 points.
4.5.3. Pricing –	30 points

5. NEGOTIATIONS AND CONTRACT

- 5.1. The City will negotiate a service contract, or purchase order with the selected vendor that will incorporate the terms of this RFP.
- 5.2. The City generally will not accept restrictive end-user license agreements that require indemnification, late fees, or strict contractor liability limitations.

EXHIBITS: A Software Performance Requirements
B Certification Form (submit with proposal)

ID	Topic	Description
1.00	General	
1.01	SaaS	Must be provided as a complete SaaS (Software as a Service) solution.
1.02	Active Directory (SSO)	Must integrate with Microsoft Azure Active Directory for single sign-on (SSO) options.
1.03	Upgrade Process	Provide detail describing the software upgrade and maintenance process and quality control procedures.
1.04	Test Environment	Provides a sandbox or testing environment so that changes can be tested before applying them to the production environment.
1.05	Work Groups	Ability to assign assets to specific employees or work groups permanently or temporarily.
1.06	Work Group Ability	Allow each department or group to view/edit their portion of an event.
1.07	Work Group Overview	Display a personalized list of events that this work group is involved in.
1.08	Staff Task View	Display a personalized and interactive (click through) list of pending tasks assigned to a staff member.
1.09	Route Mapping	Ability to define an event area along a route (i.e. parades), and the ability to select intersections.
1.10	Calendar / Location Scheduling Controls	Ability for the system to identify when an event is attempting to be scheduled at the same time / location as another event already in the system. Ability to flag certain areas and dates that an area will not be available.. Such as geofencing off areas impacted by Major Building Projects.
1.11	Customization	Supports interface, content, and workflow customizations by a trained system administrator without programming.
1.12	General	Public-facing components must meet ADA/WCAG 2.1 accessibility standards.
1.13	Event Batching / Linking / Collaboration	Ability to link together a series of events under one umbrella event. Ability for the umbrella event owner to invite sub-owners to participate in the application before final submission. For example, the umbrella owner can upload 1 business license, and the sub-owners can operate under that license - which the system should recognize this and accept the sub-owner entries without a unique license.
1.14	Multi Language	Support for multi-language interface (e.g. English and Spanish).
1.15	Partner Agency Access	The ability to create a user group that grants a fast-pass style process for informing the city of events that won't require a permit, but should be factored into the scheduling (date/time/location) overlap checking mechanism.
1.16	Account Management	Full citizen registration management (ability to merge duplicates).
1.17	Scale	Ability to provide for unlimited event types and attributes.
1.18	Pre-defined Events	Applicants must have the option to select from a predefined list of typical events with pre-defined (and quoted) locations and services while still gathering and checking for key criteria such as: number of participants expected (add EMS Dept.), if money will change hands (add Revenue Dept.), if pyrotechnics will be deployed (add Fire Dept.), etc.
1.19	Date Modification	Ability for an authorized user to revise date/times of an event.
1.20	Collaboration	Ability to track multiple customers per event.
1.21	Multi-Factor Authentication	Multi-factor authentication (MFA) for back-office users.
2.00	User Experience	
2.01	Public-Facing Web Portals	A holistic, modern, online public access portal for handling all aspects of event with the city.

2.02	Public-Facing Web Portal Site Planning	Customer accessible (easy to use) visual mapping tool for communicating where gates, tables, food trucks, stages, entrances, etc. will be located inside of designated spaces in parks. Ability to recognize and inform customers when they are trying to place an item in an area that does not allow those types of items.
2.03	Online Permit Applications	Logic-based questionnaire that only asks customers the necessary information based on previous responses. Applications must be able to handle up to 150 different questions and include multiple answer formats: fill in the blank (short or long text), multi-select radio buttons, multiple choice, date calendar picker w/ time of day, ESRI or Google address validation, phone number validation, whole number validation, etc. Through the application questionnaire, the city will have the ability to build in tips / things-to-know / extra information at any point of the process.
2.04	Citizen Accounts	The citizen portal must allow requestors to create an account that includes a user name and password. The login credentials can be reset or retrieved by the citizen through email without assistance of an administrator. Citizens should be able to log in, save settings / personal information, and see current permit progress. Multi-factor authentication is required for user accounts.
2.05	Duplicate Event Functionality	The ability for customers to self-serve by being able to see/ recall / duplicate past event for new applications.
2.06	Recurring Event Management	The ability for staff to see / recall / duplicate past quotes / permits.
2.07	Automated Notifications and Alerts (customer)	Ability to auto generate an email/SMS text message notification to the customer acknowledging the request was received and provide the service request number.
2.08	Automated Notifications and Alerts (staff)	Ability to auto generate an email/internal alert notification to the customer acknowledging the request was received and provide the service request number.
2.09	Communication	Ability for internal departments to communicate in a chat log style format per event.
2.10	Template Communications	Ability to craft, store, and call upon canned communications for consistency.
2.11	Mobile Accessibility	Ability to use the application on a mobile device (iOS, Android, Google).
2.12	User Groups	Groups that allow the assignment of various access and usability permissions set by the administrator.
2.13	Interface Navigation	Provides a user interface that is easy to navigate using intuitive menus structures tailored to the efficient entry of data.
2.14	Interface Fluidity	Provides a user interface that must be fluid and responsive on desktop and mobile platforms.
2.15	Auto Complete Fields	Provides auto-complete feature to help users quickly enter values (i.e. street names).
2.16	Click Count	Provides a design that should minimize number of clicks and screens needed to enter required information.
2.17	Menus	Provides dropdown menus and radio buttons to allow for quick entry of data.
2.18	Custom Forms	Ability to customize end user forms to facilitate a more focused user interface for each group of end users.
2.19	Help Features	Has on-line help throughout the system that includes examples, warnings, and graphics. The online help must be regularly updated and kept current.
2.20	Action Verification	Provides system prompts to user before taking irreversible action.
2.21	Word Processing	Ability for system that supports basic word processing features, i.e. word-wrap, spell check, cut, copy and paste.
2.22	Toolbar	Provides a toolbar with graphical buttons to perform common functions.
2.23	Required Field Indicators	Ability to visually distinguish between fields that are required and fields that are optional.
2.24	User Level Preferences	Ability for user level preferences to be setup and saved.
2.25	Branding	Public portal can incorporate City branding.
2.26	Guidance / Policy Access	Public portal hosts searchable / explorable guidance documents / policy information.
2.27	Priority	Ability for a user, with appropriate access rights, to specify and revise the priority of an event.
2.28	Map Interaction	All map interfaces should include pan, zoom, locate, measure distances and select functions in a mobile or desktop environment.
2.29	Mobile App Availability	A mobile version of the software must be available to all users and not require additional licensing.
2.30	Field App Capability	The mobile version must be a fast, lightweight version of the Events back office solution that focuses on in-field activities such as inspections, site map viewing, note taking, photograph upload, status changes, communication, etc.

2.31	Timestamps	Timestamps on all actions including status changes, approvals, task completion, etc.
2.32	Time Window Enforcement	Ability to define and enforce timing requirements such as "payment within the next 30 days or by a certain date", and "submissions no later than 120 days before the events start date".
2.33	Supervisors and Crews	Allows users (mobile app or desktop) in a supervisor or crew chief role to input time, material, and equipment and other data required to complete a task for each crew member individually or simultaneously as a part of a "crew" which can be setup with standardized equipment (e.g. Crew 1 is always person 1, 2, & 3, and always uses the same box truck".
2.34	Workflow / Automation	Allow applicants and reviewers to electronically sign forms or documents.
2.34	Training and Onboarding Support	Able to provide 24/7 technical support for critical issues or service failures, and able to provide live training on-site or remote.
2.35	Workflow / Automation	Integrate or coordinate with law enforcement, traffic control, and emergency services as needed.
3.00	Workflow	
3.01	Custom Workflows	System must support interface, content, and workflow customizations by a trained system administrator without programming skills.
3.02	Custom Approval Workflows	Permits can flow through a linear and/or parallel workflow. Sometimes it must flow through one person to progress, and other times several people can be approvers (approving in any order), and only progresses when all have approved.
3.03	Payment Processing	Ability to quote, invoice, and bill with multiple payments per event, including the management of deposits and refunds when needed.
3.04	Inspection Management	Ability to document inspections of various required event aspects on the day of the event.
3.05	Event Services Automatic Requirements	Ability to specify certain services as required or optional based on defined event type criteria and thresholds. i.e. "An event with over 2500 people required Fire and EMS involvement OR "An event with under 2500 may request Fire and EMS involvement.
3.06	Event Workflow Automation	Ability to identify when certain event thresholds are met, and automatically includes the service's associated department in the quoting and approval workflow. i.e. When the criteria determines Fire is required, Fire will be included in the workflow.
3.07	Application Radio Button Triggering	Based on a the selection of multiple radio buttons, the system can trigger multiple department / service / additional questions be added to the process.
3.08	Multi-Department Collaboration	Ability for multiple departments to collaborate on reviewing, quoting, viewing submission documents, approving, and generally managing events inside the system.
4.00	Automation	
4.01	Event Service Threshold Automation	Ability to identify when certain event thresholds are met, and automatically attaches the required services to the event application to collection additional information as needed by that required service.
4.02	Automatic Invoice Creation	Ability to summate multiple department fees and deposits into an itemized pdf invoice.
5.00	Integrations	
5.01	GIS Mapping Integration	Ability to utilize the City's ArcGIS mapping and geocoding REST Endpoint webservices.
5.02	MUNIS Integration	Ability to generate an invoice in the City's Tyler Payments Enterprise for payment processing.

5.03	Nexgen Integration	Ability to create work orders (at the correct time) through an API integration with the city's asset management system based on services needed per event, and pull back status updates that can trigger automations / changes inside the Events system. Ability to sync data pertaining to assets managed in the city's Nexgen Asset Management System including status changes and inventory availability.
5.04	Database Connection	Describe the ability to interface the software using any or all of the methods available within your software, including direct database connections, API calls, web service calls, and file exports/imports.
5.05	Web Browser Based UI	The user interface must be browser based and NOT require any third-party plugins (Flash, Java, etc.) for full product functionality.
5.06	Open Standards	Supports open standards and web APIs (Application Programming Interface) and is capable of integrating with other City systems.
5.07	Microsoft O365	Provide a description of integrations with Microsoft O365 that are available.
6.00	Data / Information	
6.01	Customizable Dashboards	Dashboards that can be adjusted for each user groups needs.
6.02	Exporting	Ability to export all data into xml or csv files for external analysis.
6.03	Reports	Ability to filter and produce visually appealing, easy to understand reports. Reports should also be able to pull custom data entry fields.
6.04	Mandatory Field Validation	Provides validation of mandatory fields before allowing user to progress to the next screen and/or save the record.
6.05	Field Table Validation	Provides system field validation (e.g. date validation, and input values to be validated against tables).
6.06	User Defined Fields	Support user-defined fields to store and track information as needed.
6.07	Multiple Calendars	Multiple calendars may be defined and used throughout the system showing the events themselves, as well as, pre and post tasks surrounding an event.
6.08	Calendar Black Out Days	Calendars configurable for non-working days and City holidays.
6.09	Field Visibility	Ability to remove or hide unused data fields on screens to reduce clutter.
6.10	Event History (event)	Ability to maintain a history of all activities, including labor, part, and equipment costs first quoted, and then performed on a particular event.
6.11	Event History (event type)	Ability to maintain a history of all activities, including labor, part, and equipment costs first quoted, and then performed on a particular event type.
6.12	Event History (event type x activity type)	Ability to provide a complete, life-to-date history, listed in chronological order, of all activities performed on an event type, sortable and filterable by activity type.
6.13	Document Access	Ability to add and access in the office or in the field digital files associated to an event including site maps, licenses, certificates, or other documents (JPG, PDF, HEIC, PNG, etc).
6.14	Event Table Selection / Search	An event or group of assets can be selected by searching multiple data fields simultaneously including user defined data fields.
6.15	Event Map Selection	An event or group of assets can be spatially selected on a GIS map.
6.16	Event Type Attributes	Provides the capability of defining unique event service attributes (and their associated departments and thresholds) lists for each event type.
6.17	License / Certification Tracking & Management	Ability to track licenses/certifications for (or uploaded / managed by) customers.
6.18	Labor / Pay Rate Costs	Ability to record multiple labor costs, by job class including hourly rate type (i.e. regular, overtime, double time, holiday time, etc.) number of hours, and extended (i.e. calculated) costs. Pay Rates must be hidden and not exposed to internal or external end users.

EXHIBIT A

PERFORMANCE REQUIREMENTS

6.19	Unique IDs / Duplication Prevention	Events and customers must have unique IDs preventing duplication or records.
6.20	User Defined Fields for System Linking	Ability to use a user-defined field to store a different ID number for use in linking to other City systems (e.g. ability to use a user-defined attribute field on the event record to store the customer ID and billing codes from the City's financial system).
6.21	Event Statuses	Ability to define and assign different statuses to events (e.g., quoted, pending payment, planning, waiting, in-progress, wrap-up, completed).
6.22	Post-Event Data Collection	Ability to document after-action report notes and photos to an event that is only visible internally.
6.23	Event Waivers	Ability to subtract waived amounts from quoted events, while maintaining a historical record of amounts waived. Ability to flag certain recurring events as historically waived.
6.24	Checklists / Forms	Ability to create user-defined checklists / forms (pre-configured based on City's template) and attach, link, view, and interact with on an event.
6.25	Search	Fluid search abilities (by address or date or department or team or event type, etc.)
6.26	Custom Special Designation Flags	Ability to assign weather related or special event names, e.g., Hurricane Katrina, Mardi Gras 2021.
6.27	Estimated vs Actual Hours	Ability to compare estimated (quoted) hours vs. actual (incurred) hours.
6.28	Change Tracking	Ability to track (who / when) changes were made to an Event.
6.29	Search Completed Event Records	Ability to search completed events within a date range and report service costs including labor, equipment and materials/inventory costs.
6.30	Out of the Box Reports	Provides "out of the box" reports that can be modified.
6.31	Ad hoc Reports	Support ad hoc reporting
6.32	Realtime Displays	Able to display a live/real-time dashboard on digital signage equipment for work areas showing a list of active service requests or work activities of a group or department.
6.33	Unique Dashboards	Ability to configure dashboards based on department/group to support specific workflows for each department/group.
6.34	Duties Tracking	Ability to track and report response time for tasks assigned within the system (quoting, approvals, communications, billing, and wrap-up documentation)
6.35	Map Location Masking	Ability to restrict areas or locations on the map user-interface where events are not able to be held (e.g. due to construction or if an event is already requested for that same time or location).
6.36	Data / Reports / Views	Support version control for uploaded documents and track changes.
6.37	Data / Reports / Views	Support a public-facing event calendar or open data feed for approved events.
7.00	Security	
7.01	Back-Up Process	There must be a regular solution backup process that minimizes risk of data loss and downtime.
7.02	Security	System must follow PCI-DSS standards for payment processing and encrypt sensitive data.
7.03	Datacenter Location	Datacenter must reside in the United States of America.
7.04	Backup security	Provider must use commercially reasonable efforts to prevent the loss of or damage to City Data in its possession and will maintain commercially reasonable backup procedures and copies to facilitate the reconstruction of any City Data that may be lost or damaged by Provider. Provider will maintain a comprehensive information security program to protect Provider's Software and Hosted Services and City Data including logical and physical access, vulnerability, risk, and configuration management; incident monitoring and response; security education; and data protection The Provider must possess and maintain an ISO/IEC 27001 certification or equivalent information security management system (ISMS) certification for its data center(s) which shall only be located within the United States or its Territories.

EXHIBIT A

PERFORMANCE REQUIREMENTS

7.05	Certification	The Provider must be able to assure that a certified AICPA System and Organization Controls (SOC) 2 report showing that the proper controls are in place for the software and services provided relevant to security, availability, processing integrity, confidentiality, and privacy is possessed and maintained by the Provider (FedRAMP or StateRAMP verification is sufficient)
7.06	Internal Controls	The Provider must assure that a SSAE18 SOC 1 report confirming that the proper internal controls over financial reporting are in place is possessed and maintained by the provider
7.07	Multifactor Authentication	Multifactor Authentication (MFA) shall be included as a security feature for users logging into the cloud service
7.08	Accessibility	The software solution must be compliant with Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA.
7.09	Data Sharing	Provider must ensure that that City data shall not be used or shared by the provider or their third party vendors except for supporting the solution.
7.10	Notification of incident	Provider shall promptly, and not later than within 24 hours of discovery by the provider, notify the City of any loss, damage or unauthorized access of City data
7.11	Data Sharing	Provider must ensure that that City data shall not be used or shared by the provider or their third party vendors except for supporting the solution.
7.12	Annual backup	Provider shall be able to provide a complete full data backup file annually of the entire cloud hosted database containing City data for archive purposes unless the solution allows the user to easily export all City data to a usable file format.
7.13	Data Rights	The City shall retain all rights to City data

EXHIBIT B

Proposer's Certification

PLEASE SIGN YOUR PROPOSAL BELOW AND SUBMIT WITH YOUR PROPOSAL.
UNSIGNED PROPOSALS WILL NOT BE CONSIDERED.

Attest: I have read and understood the requirements stated by the City in this Proposal package. I certify that all representations I have made herein are true and accurate. I have authority to make representations and sign documents on behalf of this Proposer.

Signature

Date

Printed Name

Title

Official Corporate Name and Address

Proposer's Point of Contact (Name, Email, Phone) for this Bid:

Attach your Narrative Submission as indicated in paragraph 3 Provide one paper and one electronic (flash drive or CD) copy of your proposal .

Sealed Written Proposals, must be received by 4:00pm. September 23, 2025 at.

US Mail address

RFP 5983
City of Mobile
Procurement Department
PO Box 1948 ,
Mobile, AL 36633

Package & Hand Delivery:

RFP 5983
City of Mobile
Procurement Department
205 Government Street
4th Floor South Tower, Room 408S
Mobile, AL 36644