

# Attachment A

## Technical Requirements

RFP No. 4197

ITS Project No. 44839

Domestic Violence Uniform Offense  
Reporting

And

Domestic Abuse Protective Order  
(DAPO) Registry

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### A. How to Respond

1. Beginning with Section B, Item 8 of this attachment, label and respond to each outline point in this section as it is labeled below.
2. The Vendor must respond with “ACKNOWLEDGED,” “WILL COMPLY” or “AGREED” to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
3. “ACKNOWLEDGED” should be used when no vendor response or vendor compliance is required. “ACKNOWLEDGED” simply means the vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency’s current operating environment is described or where general information is being given about the project.
4. “WILL COMPLY” or “AGREED” are used interchangeably to indicate that the vendor will adhere to the requirement. These terms are used to respond to statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with “ACKNOWLEDGED,” “WILL COMPLY,” or “AGREED,” then the Vendor must respond with “EXCEPTION.” (See Section V, for additional instructions regarding Vendor exceptions.)
6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

### B. Overview and Scope

8. In 2007, the Mississippi State Legislature responded to state statistics that classified Mississippi as being 5<sup>th</sup> in the nation for domestic violence related homicides and 2<sup>nd</sup> to last in the nation to enter domestic abuse protection orders into the National Criminal Information Center (NCIC) database. Our Legislature authorized and directed the Office of the Attorney General to develop a central domestic violence database, which contains uniform offense reports. For purposes of this procurement, this resident solution will be referred to as uniform offense reporting.
9. Domestic Abuse Protection Orders (DAPOs) have been available to victims of domestic violence since the early 80’s but were not documented for law enforcement to enforce and protect those who had DAPOs until the MS Domestic Abuse Protection Order Registry, which allows entry into the NCIC database, was launched in 2011. For purposes of this procurement, this resident solution will be referred to as the DAPO registry.
10. The AGO’s present uniform offense reporting solution and DAPO registry both reside on Department of Public Safety/Criminal Information Center servers that were no longer needed by them on September 30, 2019. Because the incumbent vendor intends to discontinue maintenance of the servers and the AGO applications, the AGO is seeking replacement solutions.

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11. The present uniform offense reporting solution and the DAPO registry work independently of each other and reside in separate databases. The AGO is seeking a single vendor to provide case management solutions for the specific needs of each application, while enabling the sharing of like and related data between the two solutions. The intent is to provide the entire domestic violence/protective order profile and status for each affected party in each incidence to authorized users and law enforcement responders.
12. AGO is seeking vendor-hosted, web-accessible uniform reporting/case management solutions to provide documentation of uniform offense reports, domestic abuse protection orders (DAPOs), and court dispositions that will be utilized by all law enforcement agencies, dispatchers, and court clerks.
13. AGO intends to select a vendor who can provide proven solutions that are already being used effectively in environments of similar size and complexity for uniform offense reports and DAPOs. Uniform Offense Reports must be NIBRS compliant and the DAPO registry must be able to communicate with NCIC. AGO intends to select a vendor with a proven record of outstanding system design, customization, implementation, data migration, user training, customer support, and system maintenance.
14. AGO requires solutions that will manage and track the process from the entry of a DAPO or uniform offense report throughout its entire life cycle.
15. AGO requires a robust document management system that will make it easy for all users to generate, access, and maintain a variety of transactional documents required by state and federal laws.

#### C. Statement of Understanding

16. This RFP will set forth requirements to fulfill and manage uniform offense reports and DAPO registry activities. Because of the age and limitations of the resident solutions, the requirements of this RFP seek to address currently known management and technological deficits. The AGO expects the proposed solution to represent best practices and technologies, regardless of whether particular features or functions are specifically required by this RFP.
17. When the language of this procurement refers to solutions as plural, it is because the current configuration consists of separate applications. Such language neither prescribes that Vendors propose dual solutions, nor does it preclude two separate solutions. As previously stated, AGO expects the Vendor to propose a more integrated approach that will manage the functionality of the separate applications and provide shared and related data where possible. Again, the intent is to increase the likelihood of good outcomes for all victims, law enforcement responders, governing entities, and administrators.
18. Beyond the costs for vendor-provided products and services, there are no fees or pass-through charges to law enforcement, courts, or other authorized users for submitting or retrieving specific information to or from the Uniform Offense Reports or DAPO Registry. All costs associated with vendor provided products and services must be detailed in Section VIII, *Cost Information Submission*.
19. The terms AGO and *State*, may be used interchangeably.

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#### **D. Vendor Qualifications**

20. AGO is seeking a Vendor in the business of providing vendor hosted, web-accessible, uniform offense reporting and DAPO registry solutions of similar size and scope. AGO prefers a vendor who has provided such services for at least five years.
21. Vendor must provide an introduction and general description of its company's background and years in business providing vendor hosted, law enforcement uniform offense reporting and DAPO registry case management solutions.
22. Vendor's proposed solution(s) must meet the technical specifications and associated services required by this RFP.
23. Vendor must provide the name and the state of incorporation of the organization, if incorporated.
24. Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
25. Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
26. Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.

#### **E. Vendor Implementation Team**

27. Vendor must demonstrate that all team members have the necessary experience for design, installation, implementation, training, and support of the services required by this RFP.
  - a. Identify the primary, key staff who will be responsible for the execution of the various aspects of the project, including but not limited to: Project Manager, Development Team, Business Analyst(s), and Technical Architect(s).
  - b. Describe team member roles, functional responsibilities, and experience with projects similar in size and scope to the services required by this RFP, including experience with NCIC and NIBRS.
  - c. For each participating team member, provide a summary of qualifications, years of experience, and length of employment with your company.
  - d. For each participating team member, provide contact information for three references who would be willing to verify qualifications, experience, and performance.
  - e. Vendor must ensure that each team member assigned to this project can communicate clearly in the English language both verbally and in writing.

#### **F. Project Work Plan and Schedule**

28. Vendor must propose a project work plan that includes an implementation plan and schedule. The plan must include, but not limited to, tasks (all phases), estimated hours per task, major project milestones, quality assurance checkpoints, etc. Provide an estimated timetable detailing all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training to AGO staff and end users.

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29. Upon award, the Vendor and AGO will jointly modify the proposed plans as appropriate to meet implementation objectives. AGO expects the Vendor to work with the AGO Project Manager to ensure effective project management during all phases.
30. Vendor will be responsible for any integration, migration, or implementation issues that may arise during implementation.
31. As it relates to this procurement, state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline, and project management.
32. Identify any potential risks, roadblocks, and challenges you have encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy that AGO can take to mitigate these risks.
33. The implementation plan must include multiple environments, including Development, User Testing, Final Acceptance Testing, and Production.
34. In the testing environments, all customizations, integrations, and interfaces must be tested and validated.

#### **G. Hosting Environment**

35. The State is seeking vendor-hosted, government cloud-based solutions.
36. The State is seeking a scalable solution that will accommodate the start-up needs of approximately 16,500 law enforcement officers, dispatchers, court clerks, AGO staff, and other related users.

#### **H. General Technical Requirements**

37. The solution for Uniform Offense Reports must be NIBRS compliant.
38. Vendor must agree to replicate the functionality of the various forms currently used in the resident solutions. There are approximately 12 forms currently in use.
  - a. Vendor acknowledges the following attachments as examples of current forms. These examples are posted on the ITS website directly underneath the posting of RFP No. 4177. They are titled: Attachment B, Uniform Offense Report and Attachment C, Temporary Domestic Abuse Protection Order.
39. Solution must walk the user through account setup, login, and password setting.
40. Solution must make it obvious to the user how to initiate a uniform offense report or DAPO.
41. Solution must make available to the users a list of submittal requirements.
42. Solution must track user actions.
43. Using a dropdown menu or similar method, the solution must allow the applicant to select whether the application is an original, modification, or other type as defined AGO.
44. Solution must allow applicant to print a copy of all uniform offense reports and DAPOs.

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45. Solution must allow an in-progress uniform offense report to be saved under the ID of the entering officer so that it can be finished later if necessary.
46. The solution must not time out while a DAPO or uniform offense report is actively being entered. AGO will determine the timeout interval(s) for inactive sessions.
47. Solution must allow users to attach required documentation to uniform offense reports and DAPOs.
48. Solution must also allow supplemental reports to be attached to original offense reports.
49. Solution must provide real-time information so that data is immediately available for use in all functions, including tracking and reporting.
50. Solution must ensure that notes or comments added to a record can only be edited or deleted by the originator or another authorized user.
51. Solution must provide data import and export capabilities.
52. Solution must provide context sensitive help, instructions, and error messaging to users throughout all aspects of the application.
53. Solution must support typical Microsoft Office functions such as cut, copy, spell check, paste, etc.
54. Solution must allow the viewing of multiple projects and screens simultaneously, along with the ability to minimize and resize windows as needed.
55. Solution must be customizable for data elements applicable to AGO's uniform offense report and DAPO submittal and management actions.
56. Data elements must be accessible through dropdown menus, checkboxes, data pickers, etc., to ensure standardization of AGO processes and data collection formats.
57. Solution must have the ability to manage, verify, and apply digital signatures.
58. Solution must allow supplemental information to be added to reports without affecting existing information.
59. Solution must allow authorized uniform offense report reviewers to approve, reject, or re-submit reports for corrective actions.
60. Solution must include standard email templates, correspondence templates, and the ability to produce mailing labels based on user defined criteria.
61. Solution must be able to lock reports for editing once they have been entered.
62. Authorized AGO staff must be able to cancel inactive users and/or logins.
63. All information must be trackable and viewable by users for purposes of status and history.
64. Authorized AGO staff must be able to print and email requested information.
65. Authorized AGO staff must be able to flag projects for configurable reasons, such as being incomplete, inaccurate, or duplicate.
66. Solution must generate task logs for every supervisor, plan reviewer, project manager, and all other task deliverables.

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- a. Task logs must reveal daily assigned tasks, task details, task due dates, task status, and all other details pertinent to task management.
- 67. Solution must be capable of creating, tracking, and reporting expiration dates for DAPOs.
- 68. Authorized AGO staff must be able to make corrections to protection orders or dispositions if necessary.
- 69. Vendor must agree that all AGO data must remain within the continental United States borders. At no time will the transmission or storage of any AGO data be permitted to any resource outside of the United States.

#### I. Access

- 70. Solution must be web-accessible only to authorized users as determined by the AGO. Examples are law enforcement, court clerks, dispatch, and AGO staff.
- 71. The access portal for authorized users must be intuitive and easy to navigate.
- 72. Solution must be fully compatible with mobile devices.
- 73. Solution must accommodate project management functions on mobile platforms.
- 74. Solution must include mobile applications for IOS and Android platforms for use in the field for AGO staff and end users.
  - a. Solution must be compatible with Microsoft tablet, Android tablet, IOS and related devices for the current and two immediately preceding versions.
- 75. Solution must accommodate mobile access for documentation, including but not limited to remote data entry, access to document viewing, and workflow functionality.
- 76. Solution must be compatible with the current version and two preceding versions of common browsers including Chrome, Internet Explorer, Microsoft Edge, Firefox, and Safari.
- 77. Solution must allow law enforcement, clerks, and judges to update and save forms when working without internet access so that they can be uploaded when service is established.
- 78. Users must be able to review reports online and/or via mobile access.
- 79. Solution must provide real-time data exchange with field devices having adequate access.
- 80. Vendor must specify any downloads, plug-ins, or additional software (add-ons) (e.g. Java, Flash, etc.) required to access the proposed solution.
  - a. For any necessary downloads, plug-ins, or add-ons, instructions for access and installation must be easily accessible to participants as a part of the proposed solution. Vendor must describe how the additional software is presented to the user and detail the process for download and installation of the software. Vendor should include a sample screen shot or sample instructions with Vendor's response to this requirement.
  - b. For any necessary downloads, plug-ins or add-ons, Vendor must describe the process for educating users on installation and maintenance, including new users as they are added.



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### **J. Workflow**

81. Solution must allow multiple, configurable workflows and approval processes in accordance with AGO established procedures.
82. Flexible workflow routing must be able to direct tasks to individual users as assigned.
83. Workflow routing must accommodate, track, and report on due dates as defined by AGO.
84. Solution must distribute project information and/or tasks to relevant parties simultaneously.
85. Solution must display workflows in a simple interface that will indicate current status of a work item in the workflow.
86. Solution must provide the ability to create and modify workflows using built-in administrative tools.
87. Workflows must be capable of routing functional responsibilities and applicant materials, etc. to specific staff member work queues.
88. AGO will consider it an advantage if the solution allows workflows to be configured with drag-and-drop tools through a graphic user interface.
89. Solution must provide a method for correct data entry formats and restrictions based on the coding manual provided by AGO.
90. Authorized AGO staff must be able to re-assign and/or override workflow tasks as necessary to manage workloads and processes.

### **K. Notifications**

91. Solution must provide all notification capabilities common to best practice Uniform Offense and DAPO reporting applications.
92. Solution must auto-generate error messages as appropriate to users when they fail to complete required information or when information is entered in incorrect formats.
93. Solution must provide email and/or correspondence templates for notification purposes.
94. Solution must be capable of notifying the appropriate users when actions are pending. Specifically, presiding judges must be notified when a protection order requires action or signature.

### **L. Search Function**

95. Solution must allow users to search by cause number, case number, first name, last name, agency name, court, social security number, date of birth, driver's license, county, or any other indexable attribute as required by AGO.
96. Solution must be able to search on all data elements and have full key word search capability.
97. Solution must be able to produce search results that represent the search term, as well as subtle variations of the search term.

### **M. Document Manager**

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98. Solution must offer a fully featured document management system to accept, maintain, and archive all documents related to the uniform offense reporting process.
99. Solution must accommodate printing and/or exporting of maintained and managed documents.
100. Solution must allow mobile users to upload and attach documents to reports.
101. Stored documents must be searchable by key words, such as cause number, case number, SSN, DL, DOB, and other indexed attributes.
102. Solution must allow plan reviewers to directly attach files associated with uniform offense reports.
  - a. This function must accommodate mobile access.
103. Solution must allow permission-based review and editing of documents in the document manager.
104. Document management solution must accept the migration/import of documents and other digital assets presently used by AGO. Common AGO process document formats include: all Microsoft Office formats, .pdf, and all photo formats including JPEG, TIFF, GIF, and PNG.
  - a. Solution must accept approximately 83,515 domestic violence master records and 28,760 protection order master records as described above.

#### **N. Reports and Dashboards**

105. Solution must accommodate the creation and modification of standard reporting templates for each using and/or authorizing entity as defined by AGO.
106. Solution must accommodate user defined reporting for the purpose of creating custom reports from any and all data elements for which AGO requires tracking and/or reporting.
107. All fillable fields must be searchable, and solution must be able to generate entire histories that can be displayed as numbers, graphs, or charts, etc.
108. User defined reporting tool must be intuitive and easy for the user to comprehend.
109. Solution must provide configurable reporting of all system activity, as required by AGO.
110. The State will consider it a plus if the solution is capable of displaying certain types of reporting data onto maps.
111. Solution must provide the ability to save user-generated reports under user profiles.
112. Solution must allow authorized AGO staff to create their own reports using an online interface that does not require specialized knowledge of a third-party tool such as Crystal Reports.
113. Solution must allow AGO staff to create and save customized reports and queries.
114. Solution must be capable of exporting reports into several file formats including, but not limited to PDF, MS Excel, and MS Word.
115. Solution must be able to distribute reports through the workflow as email attachments.

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116. Solution must provide configurable dashboards on throughput performance measures and system activity, such as active users, etc.

117. Solution must provide configurable executive dashboards.

#### O. Integrations and Interfaces

118. The DAPO registry must be able to communicate with NCIC. The DAPO registry must create an initial protective order with an assigned status, which must be transmitted to NCIC. Protective Order status changes must be communicated to the NCIC in real-time so that the order does not expire without intervention by the court. Interactions with NCIC must pass through the State Message Switch. Proposing vendors may request an Interface Control Document (ICD) for the State Message Switch from Jeannie Williford at [Jeannie.williford@its.ms.gov](mailto:Jeannie.williford@its.ms.gov).

119. If integration and interface costs are not included in the base quote for the solution, Vendor must present such costs as separate line items in Section VIII, *Cost Information Submission*.

#### P. Migration

120. Solution must successfully migrate all existing AGO data, which is housed in an on-premise SQL database.

121. Vendor must acknowledge and agree that AGO is the sole owner of any and all database content migrated from the current solution to the proposed solution, and any future database content created within the awarded vendor solution, with exclusive rights to use the database content without restriction.

122. Vendor must agree that, in the event it becomes necessary, such migrated database content and future created database content will be made accessible in a non-proprietary format that is acceptable to AGO.

123. Solution must accommodate all document formats that will require migration with existing records. Document formats currently in use are: all Microsoft Office formats, .pdf formats, and all photo formats.

124. Solution must be capable of ingesting the content of the existing uniform offense reporting and DAPO registry databases, which are housed on a server located at the DPS, CIC located in Pearl, Mississippi.

a. There are 28,760 Protection-Order master records in the statewide repository.  
There are 83,515 Domestic-Violence master records in the statewide repository.

b. All such historical data must be searchable and reportable.

125. If migration costs are not included in the base quote for the solution, Vendor must present such costs as separate line items in Section VIII, *Cost Information Submission*.

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#### Q. Archival

126. Users must have access to all previously entered uniform offense reports and DAPOs for viewing and/or printing.
127. Archived uniform offense reports and DAPOs that are migrated from the legacy system must be searchable by authorized users.
128. Vendor agrees that solution will perpetually archive expired protection orders. Offense reports will remain in archive unless expunged through the court and removed by the law enforcement agency that entered them.

#### R. Disaster Recovery

129. Vendor must describe the disaster recovery options available for their web-based products and services. For each option, describe the type of service offered and provide the related pricing for each offering as a line item in Section VIII, *Cost Information Submission*.

#### S. Product Updates

130. Describe your release management methodology and processes for updating your software for all types of releases, including (but not limited to):
  - a. Security Updates
  - b. System Maintenance
  - c. System Enhancements
  - d. Education and Training
131. Enhancements and updates must be included with annual maintenance fees. Vendor must include the related cost in Section VIII, *Cost Information Submission*.

#### T. Software Administration and Security

132. Solution must provide controlled access to features and functions by configurable, role-based permissions as defined by AGO.
133. Solution must prevent unauthorized access to the system. Vendor agrees to work with the AGO to set identity management requirements, including forced password changes for system users. The AGO intends to observe best practices as it relates to identity management and password security requirements.
134. Solution must allow the system administrator to set rights for access to data by individual or group.
135. Solution must accommodate administrator user rights to any and all workflows and tasks as determined by AGO.
136. Authorized AGO staff must be able to restrict specific user groups from being able to create, view, or print certain types of documents.
137. Authorized AGO staff must be able to grant view-only access as appropriate to individual users or user groups.
138. Solution must maintain an audit trail of data changes, including, but not limited to previous and new values, date changes, and the identity of the person making the change.

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- a. Audit trails must be accessible in real time by authorized AGO staff.
- 139. Solution must prevent users from permanently deleting records.
- 140. Authorized AGO staff must be able to delete, update, or correct DAPOs.
- 141. Authorized AGO staff must be able to assign rules for data entry and validation rules for all entry points.
  - a. Authorized AGO staff must be able to add, edit, and delete rules as determined by AGO.
- 142. Roles, security, and access rights must be easily configurable without Contractor assistance.
- 143. Solution must provide vendor hosted, automatic data backup. Backup must be encrypted and not susceptible to ransomware.
- 144. Solution must adhere to all current, relevant security and privacy standards.
- 145. Vendor must agree that all data stored within the proposed solution will be compliant with all data privacy laws, including but not limited to HIPAA and the protection of Personally Identifiable Information (PII).
- 146. Vendor must agree that proposed solution will comply with the State of Mississippi's Enterprise Cloud and Offsite Hosting Security Policy, including all provisions that govern the treatment of non-public data. Vendor may request a copy of the Enterprise Cloud and Offsite Hosting Security policy via email to Jeannie.williford@its.ms.gov.

#### **U. Training and Documentation**

- 147. Solution must provide thorough online tutorial/training geared toward infrequent users.
- 148. Online tutorial/training must, at a minimum, address the following three areas:
  - a. Law Enforcement Agency Admins: These admins will manage local agency user account creation, deletion, and password assistance as needed. Their credentials will be assigned by the AGO.
  - b. Local Law Enforcement Agency Users: These users will enter data into the uniform report forms.
  - c. Court Users: These users will enter data for the protective order registry. AGO will provide user creation, deletion, and password assistance as needed.
- 149. Vendor must provide training documentation and keep it updated as appropriate. An ongoing, constantly updated, web-accessible format is preferred by AGO.
- 150. Prior to go-live, Vendor must agree to adequately train AGO staff users, administrators, and end users in how to use the system to successfully perform their respective tasks and workflows.
- 151. Vendor must provide three to five days of on-site training for the primary system administrators in all facets of system use, including but not limited to oversight, searching, reporting, security, workflow, archival, and audit trail functions.
- 152. Vendor must agree to train AGO staff users and administrators in the effective use of the document management system.

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### V. Maintenance and Support

153. Vendor must commit to maintaining active support for all software components. This must include, but is not limited to, assistance and ongoing support to all end users, including authorizing entities outside AGO for all problems and issues.
154. AGO regular business hours are 8:00 am to 5:00 pm Central Time. However, law enforcement and dispatchers work 24 hours a day. Vendor must maintain a help desk located in a professional call center in the continental United States to assist AGO users when questions or problems arise during regular business hours and must maintain a 24-hour on call person to assist law enforcement whenever the need arises.
155. Vendor must agree to provide response to service incidents in accordance with the definitions and requirements in Table 1 below. An incident is a disruption in the normal information flow or service with the software application.

<b>Incident Category</b>	<b>Incident Description</b>	<b>Vendor Response Requirements</b>
<b>1 - Critical</b>	System Failure/Loss of Service: A problem with all or part of a component of the Licensed Software/Hosted service which causes disruption to business activity and prevents the use of the System.	Vendor Acknowledgement/ Response within one hour of intake.  Incident Resolution within four (4) hours of intake.
<b>2 - High</b>	Non-critical System failures: A fault that prevents the System from operating in accordance with specifications. System remains usable with a moderate level of difficulty. This category also includes incidents of response time degradation on non-critical system components.	Vendor Acknowledgement/ Response within four (4) hours of intake.  Incident Resolution within twenty-four (24) hours of intake.
<b>3 - Medium</b>	Non-critical System failures: A fault that prevents the System from operating in accordance with specifications. System remains usable with a minimum level of difficulty. This category also includes user questions and requests for information.	Vendor Acknowledgement/ Response within four (4) hours of intake.  Incident Resolution within forty-eight 48 hours of intake.

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<b>4 - Low</b>	Non-critical System failures: A fault that prevents the System from operating in accordance with specifications. System remains usable with a minimum level of difficulty. This category also includes user questions and requests for information.	Vendor Acknowledgement/ Response within four (4) hours of intake.  Incident Resolution within one week (7 days) of intake.
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156. Describe how support issues are reported.
157. Detail your process for receiving, recording, tracking, and resolving software issues identified by the users of the software.
158. Detail your escalation procedures.
159. Upon implementation, Vendor is required to provide complete documentation of all support processes and keep it updated at all times. Web-accessible format is acceptable to AGO.
160. Describe your policies and procedures for notifying users of scheduled maintenance, unscheduled maintenance, emergency maintenance, downtime, system errors, or degraded performance.
161. Solution must maintain a 99% availability rate, including scheduled maintenance.
162. Vendor must agree to give AGO advance notice of upgrades that would significantly impact system availability. Describe how new functions and features are released and how much control clients have over which new features are implemented.
163. Vendor must provide technical support for at least 100 hours for twelve (12) months at no additional cost to the AGO.
164. Vendor's Cost Submission Summary (Section VIII of this RFP) must specify costs to provide the proposed support on an annual basis for up to five (5) years.

#### **W. Warranty**

165. The warranty period is a one-year period during which the Vendor must warrant, at no cost to AGO, all work performed as stated in RFP, Vendor's proposal, and any subsequent Statement(s) of Work. The warranty period must include the necessary vendor support to correct any deficiencies found and to provide any other consultation as needed.
166. For any phased implementations or processes, the warranty period for each phase or process will begin only when Vendor has fully implemented the phase or process and AGO has accepted the phase or process as functioning properly and in coordination with any previously implemented phase(s) or process(es).
167. The Vendor must agree to warrant all proposed application software to be free of errors for a minimum period of one year after acceptance. During this period, the Vendor must agree to correct, at his own expense, any discovered errors. If the system fails during warranty period due to a defect, the Vendor will offer a workaround solution within 24 hours and a full fix within five business days.



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168. The Vendor must state and discuss the full warranty offered during the warranty period on all proposed software and services and indicate if it is longer than the minimum.
169. This warranty must cover all components for which services were provided, including all programs, forms, screens, reports, subroutines, utilities, file structures, documentation, interfaces, conversions, configurations, or other items provided by the Vendor.
170. The Vendor must agree that all corrections made during the warranty period are integral to work associated with this project and will therefore be made at no additional charge.

#### **X. Additional Requirements**

171. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
172. If any components necessary for the successful operation of the proposed solution are omitted from the Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost. This includes but is not limited to all components necessary for vendor hosting, secure web portals, web application servers, web services, mobile and non-mobile access, mobile and hybrid applications, database/servers, networking, technologies, and support and maintenance of the proposed solution.

#### **Y. Change Order**

173. After implementation and acceptance of the services procured by this RFP, AGO may require additional services, such as enhancements or other system related needs. Vendor must include a fully loaded change order rate as a separate line in the Vendor's Cost Information Submission, Section VIII of this RFP.