Item # 55066
Revised: 7/28/2024

BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND

REQUEST FOR PROPOSALS

Item Description: **PUBLIC SAFETY DATA INTEGRATION PLATFORM – 5 YEAR CONTRACT WITH 5 (1) YEAR OPTIONS**

Procurement/MinuteTraq #: 55066

Date to be opened: 11/30/2026

Issuing Department: Information Technology

QUESTIONS

- Please direct questions related to the process, how to fill out forms, and how to submit an application(Pages 1-8) to the Purchasing Department.
    - Email: purchasing@providenceri.gov
        - Please use the subject line "**Solicitation Question**"
- Please direct questions relative to the Minority and Women's Business Enterprise Program and the corresponding forms (Pages 10-11) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
    - Email: gdiaz@providenceri.gov
        - Please use subject line "**MBE WBE Forms**"
- Please direct questions relative to the specifications outlined (beginning on page 14) to the issuing department's subject matter expert:
    - Name: Jim Silveria
    - Title: CIO
    - Email Address: jsilveria@providenceri.gov

Pre-submission Conference

There is no pre-bid conference scheduled for this item.

Deadline for questions submissions: November 23, 2026

INSTRUCTIONS FOR SUBMISSION

Meeting Date: 11/30/2026

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk. Room 311, City Hall. 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in Conference Room 305, on the 3rd floor of City Hall.

- Bidders must submit **2 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the solicitation and bid are related and must include the company name and address on the envelope as well**. (On page 1).
- If required by the Department, please keep the original bid bond and check in only one of the envelopes.
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have "**NOT A BID**" written on the envelope or wrapper.
- Only use form versions and templates included in this solicitation. If you have an old version of a form do not recycle it for use in this bid.
- The bid envelope and information relative to the bid must be addressed to:

Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903

****PLEASE NOTE: This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.**

This information is NOT requested to be provided in your initial bid by design.

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City's Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.

BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at **http://www.providenceri.gov/purchasing/how-to-submit-a-bid/**

The bid package **MUST** include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (*see page **6** of this document*)
- Bid Form 2: Certification of Bidder as 2nd page (*see page **7** of this document*)
- Bid Form 3: Certificate Regarding Public Records (*see page **8** of this document)*
- Bid Form 4: Affidavit of City Vendor (*see pages **9 and 10** of this document*)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. *See forms and instructions enclosed (pages **10-11**) or on: https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/*

***Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.**

- Bidder's Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, *if requested* (as *indicated on page 5 of this document under "Bid Terms")*

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

******Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.***

NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an "equal in quality" basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City's Open Meetings Portal.
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will **NOT** be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply (RIGL Sec. 37-13-1 et seq.)
15. No goods should be delivered, or work started without a Purchase Order.
16. **Submit 2 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.**
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)

BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance **must accompany** a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.

   a) ☐ A certified check for **$**_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.

   b) ☐ A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default. Any person signing a bid bond as an attorney-in-fact shall include with the bid bond an original, or a photocopy or facsimile of an original, power of attorney.

   c) ☐ A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.

   d) ☒ No financial assurance is necessary for this item.

2. Awards will be made within **nighty (90) days of bid opening**. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents, and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker's Compensation Act, RIGL 28-29-1, et seq. If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.

BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. **Contracts exceeding twelve months must specify annual costs for each year.**
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each item should be priced individually**. Do not group items. Awards may be made on the basis of ***total*** bid or by ***individual items***.
5. All bids **MUST BE SIGNED IN INK.**

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Business Address: _____

Business Phone #: _____

Contact Email Address: _____

Agrees to bid on (Write the "Item Description" here): _____

If the bidder's company is based in a state *other than Rhode Island*, list name and contact information for a local agent for service of process that ***is located within Rhode Island*** _____

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Total Amount in Writing*: _____

Total Amount in Figures*: _____

If you are submitting a unit price bid, please insert "Unit Price Bid"

Use additional pages if necessary for additional bidding details.

_____
Signature of Representation

_____
Title

BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)

Upon behalf of_____ (Firm or Individual Bidding),

I,_____(Name of Person Making Certification),

being its_____(Title or "Self"), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder's employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on this_____day of_____20____.

_____

Signature of Representation

_____

Printed Name

BID FORM 3: Certificate Regarding Public Records

Upon behalf of_____ (Firm or Individual Bidding),

I,_____(Name of Person Making Certification),

being its_____(Title or "Self"), hereby certify an

understanding that:

1. All bids submitted in response to Requests for Proposals (RFP's) and Requests for Qualification (RFQ's), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk's office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.
2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor's bid.
3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.
4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department's request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.
5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this_____day of_____20____.

_____

Signature of Representation

_____

Printed Name

BID FORM 4: Affidavit of City Vendor

Per our Code of Ordinances Sec. 21.-28.1 (e), this form applies to a) the business, b) any political action committee whose name includes the name of the business, c) all persons holding ten (10) percent or greater equity interest or five thousand dollars ($5,000.00) or greater cash value interest in the business at any time during the reporting period, d) all executive officers of the business entity, e) any spouse or dependent child of any individual identified in a) though d) above.

Executive officers who are not residents of the state of Rhode Island are exempted from this requirement.

Per R.I.G.L. § 36-14-2, "Business" means a sole proprietorship, partnership, firm, corporation, holding company, joint stock company, receivership, trust, or any other entity recognized in law through which business for profit or not for profit is conducted.

Name of the person making this affidavit: _____

Position in the "Business" _____

Name of Entity _____

Address: _____

Phone number: _____

The number of persons or entities in your entity that are required to report under Sec. 21.-28.1 (e): _____

Read the following paragraph and answer one of the options:

Within the 12 month period preceding the date of this bid submission with the City of Providence, or with respect to the contracts that are not in writing within the 12 month period preceding the date of notification that the contract has reached the $100,000 threshold, have you made campaign contributions within a calendar year to (please list all persons or entities required under Sec. 21.-28.1 (e)).

a. Members of the Providence City Council? ☐ Yes ☐ No
   - If Yes, please complete the following:
     Recipient(s) of the Contribution:
     Contribution Date(s): Contribution Amount(s):

b. Candidates for election or reelection to the Providence City Council? ☐ Yes ☐ No
   - If Yes, please complete the following:
     Recipient(s) of the Contribution:
     Contribution Date(s): Contribution Amount(s):

c. The Mayor of Providence? ☐ Yes ☐ No
   - If Yes, please complete the following:
     Recipient(s) of the Contribution:
     Contribution Date(s): Contribution Amount(s):

d. Candidates for election or reelection to the office of Mayor of Providence? ☐ Yes ☐ No
   - If Yes, please complete the following:
     Recipient(s) of the Contribution:
     Contribution Date(s): Contribution Amount(s):

_____ _____

Signed under the pains and penalties of perjury. Position

MBE/WBE Participation Plan

Please complete separate forms for each MBE/WBE subcontractor/supplier to be utilized on the solicitation.

Bidder's Name:	
Bidder's Address:	
Point of Contact:	
Telephone:	
Email:	
Procurement #:	
Project Name:	
Which one of the following describes your business' status in terms of Minority and/or Woman Owned Business Enterprise certification with the State of Rhode Island? (Check all that apply).	☐MBE ☐WBE ☐Neither MBE nor WBE

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity at the time of bid. The MBE/WBE Directory can be found here. Please visit, the City's MBE/WBE page for details of the program (e.g. instructions and requirements).

- **Nonprofit organizations are not required to complete the rest of this form.**
- **Construction projects unable to identify subcontractors prior to bid submission (e.g. Design Build) are required to provide updates to the MBE/WBE Outreach Office**

Name of Subcontractor/Supplier:					
Type of RI Certification:	☐MBE ☐WBE ☐Neither				
Address:					
Point of Contact:					
Telephone:					
Email:					
Detailed Description of Work to Be Performed by Subcontractor or Materials to be Supplied by Supplier Per the Scope of Work provided in the RFP					
Total Contract Value ($):		Subcontract Value ($):		Participation Rate (%):	
Anticipated Date of Performance:					

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature	**Title**	**Date**
Subcontractor/Supplier Signature	**Title**	**Date**

***If you did not meet the 20% MBE/WBE combined participation goal, submit a Waiver Request Form.**

MBE/WBE Waiver Request Form

Fill out this form only if you did not meet the 20% MBE/WBE participation goal.
State-certified MBE or WBE Prime Bidders are NOT REQUIRED to fill out this form.

Submit this form to the City of Providence MBE/WBE Outreach Director, Grace Diaz, at gdiaz@providenceri.govhttps://dedi.ri.gov/divisions-units/minority-business-enterprise-compliance-office/minority-business-enterprise-mbe, for review **prior to bid submission.** This waiver applies only to the current bid which you are submitting to the City of Providence and does not apply to other bids your company may submit in the future. **In case a waiver is needed, City Department Directors should not** recommend a bidder for an award if this form is not included, absent or is not signed by the city of Providence MBE/WBE director**.**

Prime Bidder: _____ Contact Email and Phone_____
Company Name, Address: _____ Trade _____
Project /Item Description (as seen on RFP):
_____
_____

To receive a waiver, you must list the certified MBE and/or WBE companies you contacted, the name of the primary individual with whom you interacted, and the reason the MBE/WBE company could not participate on this project.

MBE/WBE Company Name	Individual's Name	Company Name	Why did you choose not to work with this company?

I acknowledge the City of Providence's goal of a combined MBE/WBE participation is 20% of the total bid value. I am requesting a waiver of _____ % MBE/WBE (20% minus the value of **Box F** on the Subcontractor Disclosure Form). If an opportunity is identified to subcontract any task associated with the fulfillment of this contract, a good faith effort will be made to select MBE/WBE certified businesses as partners.

_____	_____	_____
Signature of Prime Contractor / or Duly Authorized Representative	Printed Name	Date Signed
_____	_____	_____
Signature of City of Providence MBE/WBE Outreach Director / or Duly Authorized Representative	Printed Name of City of Providence MBE/WBE Outreach Director	Date Signed

FOR CONSTRUCTION PROJECTS

APPRENTICE REQUIREMENTS (Construction Projects Valued at $100,000 or More).

Attention of prospective bidders is called to the fact that this project is to be bid upon and executed under the City of Providence Code of Ordinances Chapter 21 Art. II Section 21-28.1 c(1) and (2) related to utilizing apprentices in the contract. This ordinance outlines requirements for utilizing not less than 15% of total hours worked by apprentices. The City may lower this percentage only if it determines in writing that compliance is not feasible or that it would be unduly cost prohibitive to the project. The attention of prospective bidders is also called to the fact that reporting the efforts undertaken and progress towards achieving the requirements in this ordinance is a condition for payment. Compliance reporting shall be submitted with any contract payment requisition, in a format to be specified by the City. This demonstration of compliance through such reports shall be a condition of the requisition for payment to be processed. Upon the contract being awarded to the successful bidder, a mandatory meeting will be scheduled to review the project requirements relative to apprenticeship requirements and the process and protocols by which these goals will be achieved. At this meeting, specific forms and procedures for the documentation and achievement of these requirements by the successful bidder will be provided, discussed and agreed upon for the execution of the contract.

"FIRST SOURCE" REQUIREMENTS.

Attention of prospective bidders is called to the fact that this project is to be bid upon and executed under the City of Providence Code of Ordinances Chapter 21 Art. III 1/2 First Source Agreements Sec. 21-91 through 21-96. This ordinance outlines requirements for hiring Providence residents to work on this project. The City may waive this requirement only upon a determination in writing that qualified residents of Providence are not available for the project, pursuant to Sec. 21-94(e). The attention of prospective bidders is called to the fact that reporting the efforts undertaken and progress towards achieving the requirements in this ordinance is a condition for payment. Compliance reporting shall be submitted with any contract payment requisition, in a format to be specified by the City. This demonstration of compliance through such reports shall be a condition of the requisition for payment to be processed. Upon the contract being awarded to the successful bidder, a mandatory meeting will be scheduled to review the project requirements relative to the First Source Agreements and the process and protocols by which these goals will be achieved. At this meeting, specific forms and procedures for the documentation and achievement of these requirements by the successful bidder will be provided, discussed, and agreed upon for the execution of the contract.

BID PACKAGE SPECIFICATIONS

Scope of Services
The City of Providence seeks proposals from qualified vendors to provide a fully cloud-hosted, Software-as-a-Service (SaaS) Unified Public Safety Data Integration and Decision Support Platform. The City seeks a modern, purpose-built platform that consolidates data from disparate public safety systems, including Computer-Aided Dispatch (CAD), Records Management Systems (RMS), Automated License Plate Recognition (ALPR), and Geographic Information Systems (GIS), into a single, intuitive interface that supports the entire agency of patrol officers, investigators, data analysts, command staff, dispatchers, and Real-Time Crime Center (RTCC) operations. The platform should consolidate information from disparate public safety systems into a unified operational environment. The selected vendor shall provide software, implementation services, integration support, training, maintenance, and ongoing technical support.

Background
Providence is a city of nearly 190,000 residents and operates the largest municipal public safety agency in Rhode Island and one of the largest in New England. The selected platform must support high-volume data environments, multi-department collaboration, and mission-critical real-time operations.

The Providence Police Department is a full-service, nationally recognized municipal law enforcement agency dedicated to protecting the lives, property, and constitutional rights of the residents and visitors of the City of Providence. As the largest law enforcement agency in Rhode Island, the Department provides comprehensive policing services through a combination of patrol operations, criminal investigations, community engagement, specialized enforcement, and professional support services.

The Department employs approximately **447 sworn police officers** and **80 civilian professional staff** who work together to deliver a wide range of public safety services. Its organizational structure includes a **Patrol Division**, **Investigative Division**, **Administrative Division**, and the **Office of Professional Responsibility**, along with numerous specialized units that enhance the Department's operational capabilities. These specialized units include the **Organized Crime/Narcotics Unit**, **Community Response Team (CRT)**, **Mounted Command**, and other specialized enforcement and support units that address the City's unique public safety needs.

The Providence Police Department utilizes a decentralized policing philosophy designed to strengthen partnerships between officers and the communities they serve. Consistent with this approach, the City is divided into **nine neighborhood-based police districts**, each operating from its own substation and commanded by a District Lieutenant. This district-based model promotes greater police visibility, accessibility, and responsiveness while fostering stronger relationships with residents, businesses, and community organizations. Each District Lieutenant is responsible for developing and implementing crime reduction and public safety strategies tailored to the unique crime patterns, quality-of-life concerns, and community priorities within their respective district.
The City of Providence is a diverse and historic coastal municipality situated at the head of Narragansett Bay in Rhode Island. With a population of approximately **190,000 residents** spread across **39 distinct neighborhoods**, Providence is the state's largest city and serves as its cultural, governmental, educational, and economic center. The City is renowned for its extensive collection of pre-World War II architecture, reflecting its rich history and making it one of the oldest and most architecturally significant cities in the United States. This diverse urban environment presents a wide range of public safety challenges, requiring a modern, adaptable, and community-focused police department capable of delivering comprehensive law enforcement services while maintaining strong partnerships with the communities it serves.

The Providence Fire Department is a full-service, all-hazards emergency services organization serving the City of Providence, Rhode Island, a community of approximately 190,000 residents encompassing 18.6 square miles. The Department responds to more than 45,000 emergency incidents annually and is comprised of approximately 470 sworn personnel and 23 civilian employees operating from 12 fire stations. The Department staffs 12 Engine Companies, 7 Ladder Companies, 9 Rescue Companies, and 1 Special Hazards Company, providing fire suppression, advanced life support emergency medical services, hazardous materials response, technical rescue, fire prevention, fire investigation, code enforcement, and emergency management support.

Core Functional Requirements
The platform should support core functional requirements, including data integration, function uses according to department and user role, search and operational awareness, analytics and reporting, and Real-Time Crime Center support.

Data Integration
The platform shall integrate and normalize data from existing public safety systems including but not limited to:

- Computer Aided Dispatch (CAD) Tyler
- Records Management Systems (LERMS/Tyler) Upgrade Pending
- National Emergency Response Information System (NERIS) and National Emergency Medical Services Information System (EMSIS)
- Real Time Crime Center technologies (Axon)
- Body worn camera transcriptions (Axon)
- License Plate Reader (LPR) systems (Flock)
- State and regional criminal justice databases
- ImageTrend Electronic Patient Reports
- UKG Telestaff

The platform should support real-time or near-real-time synchronization and provide a unified search capability across all connected systems.

Functional Uses
The platform should create unique user roles with separate functions based upon public safety department and role within each department. These unique user roles will determine access to data and resources.
Separate functions by users and their access to data and resources. Police vs Fire

Locations – call history, alerts, associated events
Link analysis - automated summarization of reports to

Functions for users within the Police Department should include, but are not limited:
- Aggregate call history, alerts and associated events at locations or addresses.
- Aggregate all incident history associated with individuals and known or likely associates.
- Support saved searches, search alerts, and the ability to follow or monitor specific entities (persons, vehicles, addresses) with automated notifications upon new activity.

Functions for users within the Fire Department should include, but are not limited:
- Aggregate fire, emergency medical services (EMS), fire prevention, training, fleet, staffing, and operational data into a unified platform.
- Provide responders with pre-arrival intelligence, including incident history, occupancy information, pre-fire plans, hydrant locations, fire protection systems, hazardous materials, and responder safety alerts.
- Support Incident Command with a real-time operational dashboard displaying responding companies, resource status, mapping, weather, and critical infrastructure.
- Analyze deployment, unit utilization, response reliability, coverage gaps, mutual aid, and workload to support operational decision-making.
- Identify trends in fire, EMS, technical rescue, hazardous materials, and community risk to support Community Risk Reduction (CRR) initiatives.
- Provide analytics for EMS demand, hospital turnaround times, high-frequency utilizers, and peak service periods.
- Support strategic planning, Standards of Cover, accreditation, grant applications, and evidence-based staffing and apparatus deployment decisions.
- Deliver configurable executive dashboards and automated reporting for operational performance, response times, incident trends, staffing, apparatus utilization, and fire loss.
- Utilize GIS mapping and predictive analytics to identify emerging risks, incident clusters, and future service demand.
- Provide AI-assisted search and analysis that enables natural language queries, summarizes operational data, identifies trends, and supports decision-making while maintaining transparency and user validation.
- Support custom analytics and performance measures without requiring vendor programming.
- Integrate a custom calendar to relate data to events, such as city parades, festivals, etc.

Search and Operational Awareness
The platform should reduce the need for personnel to search multiple systems independently and provide actionable information through a single interface.

The platform shall provide:
- Unified search across all connected systems
- Person, vehicle, address and incident-based searches
- Relationship and association mapping
- Historical incident review
- Officer safety alerts
- Operational dashboards for patrol and command staff, including statistical data by changes, types, location, district or ward
- Map based searches for crime or response/incident types, with filtering on date/time, hotspots
- Photo identification on search results
- Scalable to include future technology searches, including facial recognition. This feature should be disabled upon delivery.
- Scheduled reports and notifications to summarize daily activity or incidents

Analytics and Reporting
The City seeks the ability to replace static reporting processes with dynamic dashboards and operational analytics.

The platform shall include:
- Real-time crime and operational analytics
- Command staff dashboards
- Resource deployment analysis
- Geographic and trend analysis
- Custom reporting and data visualization tools that are adaptable to evolving needs

Real Time Crime Center Support
The platform should support Real-Time Crime Center (RTCC) operations by:
- Aggregating information from multiple technologies
- Providing situational awareness tools
- Supporting investigative and intelligence functions
- Allowing analysts to rapidly identify connections between incidents, persons, locations and vehicles

Platform Technical Requirements
The City operates a fiber WAN among all locations and will provide network support. The City has standardized on Microsoft Windows PC, Microsoft Office tools, and Google Chrome browsers. Preferred solutions will utilize SSO with Microsoft Entra, and clientless interfaces.

Platform should manage access from networked laptops and vehicle mobile terminals, and limit access on mobile devices. As discussed under Functional Uses, the platform should support different unique user roles and access to data and resources according to each role.

access, account management, user roles, browser support

Implementation Services
The vendor shall provide:
1. Project management
2. Discovery and requirements gathering
3. System configuration
4. Data migration and validation
5. Integration development
6. User acceptance testing
7. Go-live support
8. Documentation

Training Requirements
The vendor shall provide role-based training for:
Police:

1. Patrol personnel
2. Detectives
3. RTCC personnel
4. Supervisors
5. Command staff in all 4 Public Safety Divisions and IT Leadership
6. System administrators
7. Relevant data analysts and teams

Fire:

1. Command Staff
2. 40 Supervisors
3. Data analyst

Security and Compliance
The platform shall:

1. The platform is hosted in a FedRAMP-authorized or CJIS-compliant cloud environment. All customer data, including CJI, must reside within the continental United States.
2. The proposer shall hold a current SOC 2 Type II certification covering the Security Trust Services Criteria and shall demonstrate a continuous SOC 2 Type II audit history for at least the prior three(3) consecutive years, with no material lapse in coverage. Proposer shall provide copies of SOC 2 Type II reports, bridge letters, or executive summaries sufficient to demonstrate continuous compliance history.
3. Maintain detailed audit logs of user queries, reports and exports.
4. Provide role-based access controls
5. Support multifactor authentication
6. Encrypt data in transit and at rest
7. Support retention and disclosure requirements applicable to law enforcement records
8. Support a clear data-sharing agreement that includes Providence specific federal investigation provisions
9. Providence shall retain sole ownership of all data submitted to or processed by the platform, including but not limited to CAD records, RMS records, and any AI data, derived data or analytics. Upon contract expiration or termination, the vendor shall provide Providence with a complete export of all City data in a mutually agreed standard format within thirty (30) calendar days, at no additional cost. All City data shall be permanently deleted from vendor systems and confirmed in writing within sixty (60) calendar days of export completion.

Ongoing Support

The vendor shall provide:

1. Software maintenance
2. System updates
3. Technical support
4. Service level commitments
5. User support resources
6. Enhancement roadmap

Use of Artificial Intelligence

All vendor systems should support the following features:

- A private agent to work exclusively with and within the City's system
- Options for the City to enable and limit features over time
- Level of confidence for use of artificial intelligence (AI) in system
- Description of reliability and validity of system in communities like Providence

In their proposal, vendors should describe how their platform meets the following requirements for use of artificial intelligence (AI):

- Keep City's data separate from company's and other customers' data
- Maintain secure communication between the City and AI system, with all information protected and encrypted.
- City must have the ability to set up and manage the environment within the AI system.

Vendor Submission

Vendors should submit complete project plans, all hardware, software and communication components. Vendors should detail how their solution meets the Project Requirements, and detail their training plan. Vendors should detail their user interface installation – web-based or client, along with SSO or local account administration.

Vendors should detail software update schedules and maintenance windows.
Vendors should provide sample dashboards, reports, maps.

Vendors should describe the account roles in their solution, with specific details on what each role can perform and what customization is available. Vendors should indicate whether functions can be allowed or hidden for each role. For example, an account administrator role should be able to create user accounts and assign privileges, but cannot query or report. This role would be used by City IT staff to add users without accessing sensitive data. A Level 1 user may be able to look up an address or individual and see related incidents, but not analytics. A Level 2 user may be able to access all analytics and trends.

Vendors should include both narrative description and short video clips of how their platform will help City public safety personnel answer the following queries:

- Identify other incidents and engagements for an individual across multiple departments and platforms
- Determine whether other public safety agencies have had contact with this individual
- Summarize narrative from all reports within a department
- Summarize calls for service in a geographical area and provide a map
- Create a single identifier for an incident across platforms
- Connect cases for a single individual, including by linking different aliases for the same individual, across different systems
- "Translate" across platforms

Vendors must submit three references where their solution has been utilized at and by government organizations of a similar size, such as other mid-sized cities.

Vendors must submit a complete cost breakdown for each year of the five year contract, along with the annual cost for each of five additional option years.

For each reference, provide the following:

Agency Name	
Agency Type and Size	
Primary Contact Name and Title	
Phone Number	
Email Address	
Contract Start Date / Go-Live Date	
Modules in Use	
Brief Description of Use Case	

Vendors with a passing score on the initial evaluation will be invited to deliver a demonstration to City staff.

Evaluation Criteria

Criteria	Minimum Score	Maximum Score	Notes
Meeting Project Requirements and Goals	1	3	
Data Integration	1	3	
Functional Uses	1	3	
Search and Operational Awareness	1	3	
Analytics and Reporting	1	3	
Real-Time Crime Center Support	1	3	
Cost	1	3	
References	1	3	
Demonstration	1	3	
Total	**8**	**24**	

Scoring Criteria
1 = Does not fulfill criteria
2 = Meets some, but not all criteria
3 = Meets most required criteria

Proposals must score 16 or more points to be invited to conduct a demonstration for City staff.

SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm's bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

This information is <u>NOT</u> requested to be provided in your initial bid that you will submit to the City Clerk's office by the "date to be opened" noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.

<u>All bids submitted to the City Clerk become public record</u>. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.
- Proof of Insurance.
- Certificate of Good Standing with the Rhode Island Secretary of State.

BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND

CITY OF PROVIDENCE STANDARD TERMS & CONDITIONS

1. The terms "you" and "your" contained herein refer to the person or entity that is a party to the agreement with the City of Providence ("the City") and to such person's or entity's employees, officers, and agents.
2. The Request For Proposals ("RFP") and these Standard Terms and Conditions together constitute the entire agreement of the parties ("the Agreement") with regard to any and all matters. By your submission of a bid proposal or response to the City's RFP, you accept these Standard Terms & Conditions and agree that they supersede any conflicting provisions provided by bid or in any terms and conditions contained or linked within a bid and/or response. Changes in the terms and conditions of the Agreement, or the scope of work thereunder, may only be made by a writing signed by the parties.
3. You are an independent contractor and in no way does this Agreement render you an employee or agent of the City or entitle you to fringe benefits, workers' compensation, pension obligations, retirement or any other employment benefits. The City shall not deduct federal or state income taxes, social security or Medicare withholdings, or any other taxes required to be deducted by an employer, and this is your responsibility to yourself and your employees and agents.
4. You shall not assign your rights and obligations under this Agreement without the prior written consent of the City. Any assignment without prior written consent of the City shall be voidable at the election of the City. The City retains the right to refuse any and all assignments in the City's sole and absolute discretion.
5. Invoices submitted to the City shall be payable sixty (60) days from the time of receipt by the City. Invoices shall include support documentation necessary to evidence completion of the work being invoiced. The City may request any other reasonable documentation in support of an invoice. The time for payment shall not commence, and invoices shall not be processed for payment, until you provide reasonably sufficient support documentation. In no circumstances shall the City be obligated to pay or shall you be entitled to receive interest on any overdue invoice or payment. In no circumstances shall the City be obligated to pay any costs associated with your collection of an outstanding invoice.
6. For contracts involving construction, alteration, and/or repair work, the provisions of applicable state labor law concerning payment of prevailing wage rates (R.I. Gen. Laws §§ 37-13-1 et seq., as amended) and the City's First Source Ordinance (Providence Code of Ordinances §§ 21-91 et seq., as amended) apply.
7. With regard to any issues, claims, or controversies that may arise under this Agreement, the City shall not be required to submit to dispute resolution or mandatory/binding arbitration. Nothing prevents the parties from mutually agreeing to settle any disputes using mediation or non-binding arbitration.
8. To the fullest extent permitted by law, you shall indemnify, defend, and hold harmless the City, its employees, officers, agents, and assigns from and against any and all claims, damages, losses, allegations, demands, actions, causes of action, suits, obligations, fines, penalties, judgments, liabilities, costs and expenses, including but not limited to attorneys' fees, of any nature whatsoever arising out of, in connection with, or resulting from the performance of the work provided in the Agreement.
9. You shall maintain throughout the term of this Agreement the insurance coverage that is required by the RFP or, if none is required in the RFP, insurance coverage that is considered in your industry to be commercially reasonable, and you agree to name the City as an additional insured on your general liability policy and on any umbrella policy you carry.
10. The City shall not subject itself to any contractual limitations on liability. The City shall have the time permitted within the applicable statute of limitations, and no less, to bring or assert any and all causes of action, suits, claims or demands the City may have arising out of, in connection with, or resulting from the performance of the work provided in the Agreement, and in no event does the City agree to limit your liability to the price of the Agreement or any other monetary limit.
11. The City may terminate this Agreement upon five (5) days' written notice to you if you fail to observe any of the terms and conditions of this Agreement, or if the City believes your ability to perform the

terms and conditions of this Agreement has been materially impaired in any way, including but in no way limited to loss of insurance coverage, lapsing of a surety bond, if required, declaration of bankruptcy, or appointment of a receiver. In the event of termination by the City, you shall be entitled to just and equitable compensation for any satisfactory work completed and expenses incurred up to the date of termination.

12. Written notice hereunder shall be deemed to have been duly served if delivered in person to the individual or member of the firm or entity or to an officer of the entity for whom it was intended, or if delivered at or sent by registered or certified mail to the last business address known by the party providing notice.
13. In no event shall the Agreement automatically renew or be extended without a writing signed by the parties.
14. You agree that products produced or resulting from the performance of the Agreement are the sole property of the City and may not be used by you without the express written permission of the City.
15. For any Agreement involving the sharing or exchange of data involving potentially confidential and/or personal information, you shall comply with any and all state and/or federal laws or regulations applicable to confidential and/or personal information you receive from the City, including but not limited to the Rhode Island Identity Theft Protection Act, R.I. Gen. Laws § 11-49.3-1, during the term of the Agreement. You shall implement and maintain appropriate physical, technical, and administrative security measures for the protection of, and to prevent access to, use, or disclosure of, confidential and/or personal information. In the event of a breach of such information, you shall notify the City of such breach immediately, but in no event later than twenty-four (24) hours after discovery of such breach.
16. The Agreement is governed by the laws of the State of Rhode Island. You expressly submit yourself to and agree that any and all actions arising out of, in connection with, or resulting from the performance of the Agreement or relationship between the parties shall occur solely in the venue and jurisdiction of the State of Rhode Island or the federal court located in Rhode Island.
17. The failure of the City to require performance of any provision shall not affect the City's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.
18. If any term or provision of this Agreement, or the application thereof to any person or circumstance shall, in any extent, be invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each term and provision shall be valid and enforceable to the fullest extent permitted by law.