



**Request for Proposals**

**For**

**“PREDICTIVE POLICING SOFTWARE SOLUTIONS”**

**Quincy, Massachusetts 02169**

**Date Due: February 6, 2014 @ 11:00 a.m.**

**Thomas P. Koch, Mayor**  
**Kathryn R. Hobin, Purchasing Agent**

**Request for Proposal  
For  
“Predictive Policing Software Solutions”**

In accordance with M.G.L. Chapter 30B, the City of Quincy acting on behalf of the Mayors office is soliciting proposals from qualified vendors for a hosted Predictive Policing Software Solution that provides analytical software modeling of high volume-type crime incidents utilizing the Self-Exciting Point Process model (or approved equal) for the tactical deployment of resources.

**GENERAL DESCRIPTION**

Request for Proposals will be received at the office of the Purchasing Department; City Hall, 1305 Hancock Street; Quincy, MA 02169, until **Thursday, February 6, 2014 @ 11:00 a.m.** Late responses will be rejected. Bids/Proposals must be in a sealed envelope. The outside of the sealed envelope is to be clearly marked "**BID ENCLOSED**" with time/date of bid call.

Detailed specifications are available on-line January 21, 2014 at the City of Quincy's website, [www.quincyma.gov](http://www.quincyma.gov) and also available at the office of the Purchasing Agent, Quincy City Hall, 1305 Hancock Street, Quincy, Massachusetts, 02169, between the hours of 8:30<sup>AM</sup> and 4:30<sup>PM</sup>.

Envelopes containing sealed proposals will be accepted at the City of Quincy, City Hall, Kathryn R. Hobin, Purchasing Department, 1305 Hancock Street, Massachusetts 02169 until the time indicated. **Chapter 30B requires that price proposals must be separate from technical proposals. Therefore, please make no reference to pricing in the non-price technical proposal. Failure to adhere to this requirement will result in disqualification.** It is the sole responsibility of the Bidder to insure that the proposal arrives on time at the designated place. 3 Copies of **the Technical Bid/Proposals** must be in a sealed envelope and 3 copies of the **price proposals** must be in a separate sealed envelope. The outside of the sealed envelopes are to be clearly marked "**RFP - TECHNICAL PROPOSAL ENCLOSED**" with time/date of RFP and "**RFP - PRICE PROPOSAL ENCLOSED**" with time/date of RFP.

The City will award the contract within ninety (90) days after the proposal opening. The time for award may be extended up to 45 additional days by mutual agreement between the City and the responsible and responsive Bidder, with the prices to remain firm during this time period.

All questions regarding this bid should be directed to Kathryn R. Hobin, Purchasing Agent through fax: 617-376-1074 and email: [khobin@quincyma.gov](mailto:khobin@quincyma.gov) and cc to [kimtrillcott@quincyma.gov](mailto:kimtrillcott@quincyma.gov) Questions will be accepted until **January 31, 2014 @ 4:00 p.m.**

The City reserves the right to waive any informality in or to reject any or all bids when such an action is deemed in the best interests of the City.

The City of Quincy reserves the sole right to amend this RFP by formal Addendum. The CITY may cancel this RFP, or reject in whole or in part any and all proposals, if the CITY determines that the cancellation or rejection serves the best interests of the CITY.

**Rule for Award:** The CITY will select the responsive and responsible firm submitting the most advantageous proposal taking into consideration the firm's success in providing hosted Predictive Policing Software Solutions, the comparative criteria as well as the proposal price.

**Additional Contract Terms & Conditions:**

- A. The Contract awarded in response to these RFP shall be effective for a period of one year. Upon the satisfactory performances of the vendor; the City of Quincy may extend the contract for two (2) additional terms of one (1) year each. Contract shall automatically renew upon anniversary date of contract execution, unless notification of termination is given 30 day prior, in writing, by either party.
- B. The contract shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts. The proposal must comply with all Federal, State, and municipal laws, ordinances, rules and/or regulations.
- C. Purchases of goods and services by the CITY are exempt from the payment of Federal excise taxes and the Massachusetts sales tax, and any such taxes must not be included in the price computations.
- D. The successful Bidder will not be permitted to assign or underlet the contract, nor assign either legal or equitably, any monies hereunder, or its claim thereto, without the previous written consent of the CITY.
- E. Verbal orders are not binding on the CITY and deliveries made or work done without formal Purchase Order or Contract are at the risk of the Seller or Contractor and may result in an unenforceable claim.
- F. All words, signatures and figures submitted on the proposal shall be in ink. Proposals which are conditional, obscure or which contain additions not called for, erasures, alterations or irregularities, or any prices which contain abnormally high or low amounts for any item, may be rejected as informal. More than one proposal from the same Proposer will not be considered.
- G. The selected Bidder will be required to sign a contract with the CITY in which he/she accepts responsibility for the performance of services as stated in the submitted proposal and be prepared to commence work immediately upon execution of the signed contract
- H. Indemnity: Unless otherwise provided by law, the Contractor will fully and completely indemnify and hold harmless the CITY against any and all liability, loss, damages, costs or expenses for personal injury or damage to real or tangible personal property that the CITY may sustain, incur or be required to pay, arising out of or in connection with the performance of the Contract by reason of any negligent action/inaction or willful misconduct by the Contractor, its agents, servants or employees. These provisions shall also include any liability, which may result from a workers compensation claim or resulting third party action against the CITY.
- I. If at any time the successful Proposer fails to fulfill or comply with any of the requirements of this proposal/contract, the CITY, at its option, can terminate this contract upon thirty (30) days written notice to the firm.
- J. All information presented in this RFP, including information disclosed by the CITY during the proposal process, is considered confidential. Information shall not be released to outside parties and the RFP shall not be discussed with anyone at the CITY, other than the known participants without written consent of the CITY. A bidder cannot discuss the bid with another bidder.
- K. The CITY reserves the right to amend the Contract arising from this RFP and, in particular, to add equipment or services that the CITY and the Bidder mutually agree are consistent with that solicited by this RFP. The right to amend applies for the term of this Contract and any extensions.
- L. Insurance: Before any work begins, all insurance policies must be in place and remain in effect for the term of the contract. Subcontractors must meet all insurance requirements also. All required insurance shall be written with such companies qualified to do business in Massachusetts and shall be in accordance with the general laws of the State of Massachusetts. The vendor must maintain a policy of leading comprehensive public and commercial general liability and owner's protective liability

under which the vendor is named as insured and the City of Quincy is named as additional insured, and under which the insurer agrees to provide coverage in the minimum amounts set forth below. The minimum amounts of such General Liability insurance shall be not less than One Million Dollars (\$1,000,000) per occurrence/combined single limit and shall be not less than Two Million Dollars (\$2,000,000) in the aggregate per location. If at any time during the contract the vendor fails to provide insurance as established above, this shall be considered a breach of contract and grounds for the termination of the contract. By accepting the contract, the vendor agrees to indemnify, pay on behalf of, defend and hold harmless the City of Quincy from and against any and all claims, demands, suits, actions, costs, judgments, whatsoever, including reasonable attorney's fees, which may be imposed upon, incurred by, or asserted against the City of Quincy by reason of (a) any failure on the part of the vendor to comply with any provision or term required to be performed or complied with by the vendor under this contract, or (b) for the death, injury or property damage suffered by any person on account of or based upon the act, omission, fault, negligence or misconduct of any person whomsoever other than the City of Quincy. The foregoing indemnity and hold harmless agreement shall include indemnity against all costs, expenses and liabilities incurred in or in connection with any such claim or proceeding brought hereon, and the defense thereof with counsel acceptable to the City of Quincy or counsel selected by an insurance company which has accepted liability for any such claim. The vendor shall furnish the City of Quincy with certificates of insurance as proof of the above, before any work/service is to commence.

## **PROPOSAL CONTENT and REQUIREMENTS**

### **SCOPE OF WORK:**

- A. Proposals are sought for a hosted solution including software, data porting, installation, training and ongoing technical support. The solution will:
1. Not require special hardware or upgrade from current 64-bit servers needed for the software.
  2. Model crime patterns and not solely crime series.
  3. Not accept retrospective forecasting. Current and past incidents used for prospective or predictive-type policing. Please justify how product improves upon retrospective forecasting.
  4. Secure department-wide access 24-7 to on-demand real-time predictions.
  5. Not require Analysts or designated employees to run the software or interpret the results.
  6. Provide clear, concise output needed to tactically direct resources.
  7. Require zero to minimal training for end users. Minimal training to include a visual demonstration, MS PowerPoint of operation, or equivalent.
  8. Will connect to Records Management System (RMS) with automatic feed to software.
  9. Required spatial unit of analysis: Micro-level (approximate block-level forecast. Grid cell output desired).
  10. Provide Temporal properties of the prediction and/or forecast: short-term immediate (approximate block-level forecast).
  11. Provide Per incident calculation of probabilities based on space-time clusters desired.
  12. Buffer incidents for the operationalization of Near-Repeat phenomena are not sufficient.

**B. Critical Technology Requirements:**

1. All resource management functionality available within a standard web browser interface (no client software requirements outside of a web browser, no installs of Java Virtual Machine on client workstations)
2. No use of Windows Terminal Services or Active X controls to deliver functionality to browser
3. The system supports SQL Server 2013 Standard and Enterprise Editions.
4. Application server support for Windows Server 2008
5. Software as a Service (or vendor-hosted service) is provided, if required.
6. Configuration that meets district firewall, webserver and proxy server environment, including HTTPS support

**Proposal Evaluation Information**

**Rating Comparative Criteria**

All proposals will be reviewed in accordance with MGL Chapter 30B by the City of Quincy and final selection will be based upon an evaluation and analysis of the information and materials required under the RFP. Proposals that meet the minimum criteria will be reviewed for responses to the comparative evaluation criteria. Each Criterion will be assigned a rating of Highly Advantageous, Advantageous, Not Advantageous or Unacceptable to each comparative evaluation criteria.

Interviews / Product Demonstration: Interviews and product demonstrations may be required at the CITY's discretion after review of the technical proposals. The presentation should include a discussion of the business aspects of the proposal, as well as a product demonstration to show the ease of use, the capabilities and the value added features of the solution:

- Searching (including materials, digital content, and online sources)
- Sorting options (including Call Number, Title, Relevance)
- Reporting (including customizable reporting, dashboard graphs and charts showing most common statistics and information, and the ability to e-mail or print the information from any function in the system)
- Configuration and setup features
- Day's on-site, hands-on training.
- Mobile functionality (including support for searching and access to digital content using mobile devices)

Companies will be provided with advance notice of at least five (5) working days. Presentations should not exceed one hour in length, with a question and answer period.

## Comparative Evaluation Criteria (Selection Criteria)

Comparative Evaluation Criteria will be applied uniformly to all proposals. In accordance with the provisions of M.G.L. Chapter 30B, each criterion shall be rated as follows:

- **“Highly Advantageous”** (3 points - response excels on the specific criterion)
- **“Advantageous”** (2 points - response meets evaluation standard for the criterion)
- **“Not Advantageous”** (1 point - response does not fully meet the evaluation criterion or leaves a question or issue not fully addressed)
- **“Unacceptable”** (0 points - response does not address the elements of this criterion)

The purpose of this document is to clarify the ranking system used for all proposals pursuant to the Request for Proposals (RFP) and said M.G.L. Chapter 30B. Copies of firm/applicant rankings will be kept on file.

### 1: Overall Results:

Proven results in terms of decreases in crime. Methodology preferably evaluated by a peer-reviewed industry or academic journal.

Points	Rating	Description
0	Unacceptable	Demonstrated proven results from less than 2 engagements.
1	Not Advantageous	Demonstrated proven results from 2 engagements.
2	Advantageous	Demonstrated proven results from 3 - 4 engagements.
3	Highly Advantageous	Demonstrated proven results from 5 or more engagements.

### 2: Solutions Capabilities:

How your Predictive Policing Software supports the functionality outlined on **page 8, paragraph 3:**

Points	Rating	Description
0	Unacceptable	Supports two (2) or less Solution Capabilities.
1	Not Advantageous	Supports three (3) Solution Capabilities.
2	Advantageous	Supports all four (4) to five (5) Solution Capabilities.
3	Highly Advantageous	Supports all six (6) Solution Capabilities.

### **3: Support**

Applications to support mobile devices such as Android and iOS devices.

<b>Points</b>	<b>Rating</b>	<b>Description</b>
0	Unacceptable	Supports no mobile device and the bidder indicates inadequate review or understanding of the required Scope of Work.
1	Not Advantageous	Supports no mobile device.
2	Advantageous	Supports only one mobile device
3	Highly Advantageous	Supports both mobile devices: Android and iOS devices.

### **4: Experience of Past Work**

Experience with projects of similar (Communities with populations larger than 60,000) size and scope.

<b>Points</b>	<b>Rating</b>	<b>Description</b>
0	Unacceptable	Implementation and hosting of fewer than 3 similar projects.
1	Not Advantageous	Implementation and hosting 2 - 4 similar projects.
2	Advantageous	Successful implementation and hosting of 5 - 9 similar.
3	Highly Advantageous	Successful implementation and hosting of 10 or more projects.

### **Forms to be Included in the Technical Proposal Package**

All proposers shall submit proposals in strict accordance with the submission requirements listed below. Any contractor failing to provide all of the following submission requirements **may** be considered “not responsive” and their proposal may be rejected without further consideration.

1. The information submitted must include the following items:
  - a. Cover letter: A letter signed by an officer of the firm, binding the firm to all comments made and a brief statement of the vendor’s understanding of the project and services to be performed is required.
  - b. Firm/Individual History including length of time the firm/individual has been in business, legal form (sole proprietorship, partnership, corporation and State of incorporation), number and location of offices, number of employees, and other pertinent data. Please describe any parent/subsidiary/affiliate relationships.
  - c. Submit the name and telephone number of the person who will be the main contact from the firm for this contract.
  - d. Resumes of all personnel that will support and service this account. Describe what each individual’s role will be and what services they will perform.
  - e. Indicate whether or not your firm has been dismissed or disqualified from a bid/contract within the past five years, and if yes, the reason(s) why.

- f. Disclose any conditions (e.g. bankruptcy or other financial problems, pending litigation, planned office closures, impending merger) that may affect your organizations' ability to perform contractually.
- g. Signed and completed Appendix B (Non-Collusion, Tax Compliance & Signature Authorization).

2. Vendor Experience

- a. Describe vendor history.
- b. Provide a company profile that includes total number of employees and number of employees in Customer Service, Technical Support and Software Development.
- c. Describe the vendor's project management and implementation services. Please include a sample implementation plan that lists all steps of the implementation process.
- d. List the vendor's commitment and experience in supporting and hosting Predictive Policing Software solutions.
- e. Provide names of governmental entities currently using your Predictive Policing Software Solution.

3. **Solution Capabilities:** Please provide an overview of how your Predictive Policing Software supports the following functionality:

- a. Define the Scope of Prediction offered, to include the analytical capability to receive data per Police Department parameters
- b. The Range of Crime Types supported, i.e.: Traffic, Property and Violent Crime.
- c. The Variety of Reports supported, i.e., Command, Patrol, Supervisor.
- d. Geographic Footprint in terms of sq. feet.
- e. Level of Historical Reports available
- f. Supports Microsoft Active Directory and Apple's Open Directory).

4. Implementation Project Plan:

- a. Installation of centralized educational resource management system software, data loading and application configuration
- b. Project management services to coordinate with district staff
- c. Staff functional and technical training
- d. Ongoing technical support and maintenance

5. References

- a. Commercial: Provide references, including References in our region that are similar in size and are using the proposed solution— preferably for at least 2 years. For each reference, indicate how long the proposed solution has been in use. Include contact name(s), address, telephone number and email addresses, as well as a summary of the project, including the date of implementation, for each reference provided. Complete Appendix C - References.
- b. Financial References demonstrate a stable and secure financial position. The successful Bidder must include a business information report or business profile from a credit reporting agency dated no earlier than sixty (60) days prior to bid submission date. Dunn and Bradstreet number or other financial rating classification.

6. Acknowledgment of Addenda: each proposer shall acknowledge the receipt of any addenda by signing and including it with their proposal.

**Forms to be Included in the Price Proposal Package**

All proposers shall submit proposals in strict accordance with the submission requirements listed below. Any contractor failing to provide all of the following submission requirements may be considered “not responsive” and their proposal may be rejected without further consideration.

The information submitted must include the Price Proposal Form, Appendix A.

**Submissions**

Proposals should be addressed to:

Purchasing Department; City Hall; 1305 Hancock Street; Quincy, MA 02169

The final date for submission of proposals is **Thursday, February 6, 2014 @ 11:00 a.m.** Late Proposals Will Be Rejected.

**NOTE:** All questions regarding this RFP should be directed to Kathryn R. Hobin, Purchasing Agent through fax: 617-376-1074 and email: [khobin@quincyma.gov](mailto:khobin@quincyma.gov) and cc: to [kimtrillcott@quincyma.gov](mailto:kimtrillcott@quincyma.gov). Questions will be accepted until January 31, 2014 at 4:00 p.m.

**Appendix A  
Price Proposal Form**

<i>Feature</i>	<i>Cost</i>
<b>Annual Subscription Fee</b>	<i>Year 1</i> \$ _____
	<i>Year 2</i> \$ _____
	<i>Total Subscription Fees</i> \$ _____
<b>Implementation Cost</b>	\$ _____
<b>Other Costs</b>	\$ _____
	\$ _____
	\$ _____
	\$ _____
<b>Total Cost</b>	\$ _____

**This RFP includes addenda numbers** \_\_\_\_\_

**Name of bidding company** \_\_\_\_\_

**Address** \_\_\_\_\_

**Signature of Company Official** \_\_\_\_\_

**Printed Name of Company Official** \_\_\_\_\_

**Title of Company Official** \_\_\_\_\_

**Phone number** \_\_\_\_\_

**E-Mail** \_\_\_\_\_

**Appendix B  
City Paperwork**

**Non-Collusion Form  
Tax Compliance Form  
Signature Authorization Form**



**CITY OF QUINCY**  
**Purchasing Department**  
**1305 Hancock Street, Quincy, MA 02169**

**Phone: (617) 376-1060**

**Fax: (617) 376-1074**

**CERTIFICATE OF NON – COLLUSION**

**The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union committee, club, or other organization, entity, or group of individuals.**

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**(Name of person signing bid or proposal)**  
**(Please print)**

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**(Signature required)**

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**(Name of business)**



**CITY OF QUINCY**  
**Purchasing Department**  
**1305 Hancock Street, Quincy, MA 02169**

Phone: 376-1060

Fax: 376-1074

**TAX COMPLIANCE CERTIFICATE**  
**MASS. GENERAL LAWS, CH. 62c, s: 49A(b)**

I hereby certify that I have complied with all laws of the Commonwealth of Massachusetts  
Relating to taxes.

Signed under the pains and penalties of perjury.

(1) Individual Contractor

\_\_\_\_\_  
(Contractor's Name and Signature)

(2) Corporation, Association  
or Partnership

\_\_\_\_\_  
(Contractor's Name)

Federal Tax ID Number, or  
Social Security Number

By:

\_\_\_\_\_  
(Authorized Signature)

Note to Contractor: Please sign at (1) or (2), whichever applies.

**1983 Enactment.** St. 1983, c. 233, § 35, by § 101 made effective upon passage, was approved July 1, 1983. Emergency declaration by the Governor was filed on the same date.

#### Library References

Licenses ← 22. S.J.S. Licenses § 34, 38, 39.

#### § 48. Liability of lessee for tax due from lessor

The lessee of real estate or tangible personal property of any corporation, company or association subject to taxation under chapter sixty-three shall also be liable for the payment of the tax due from the lessor under chapter sixty-three. Upon such payment, the lessee may, in the absence of an agreement to the contrary, retain it out of the rent of the property, or recover it in an action against the lessor.

Added by St. 1976, c. 415, §22.

1976 Enactment. This section was derived from c. 63, §74.

#### § 49. Information for collection of taxes; injunction

Taxes due from a company, association or corporation may be collected by an information brought in the supreme judicial court by the attorney general at the relation of the commissioner. The court may issue an injunction upon such information, restraining the further prosecution of the business of the company, association or corporation until such taxes, with interest and costs thereon, have been paid and until the returns required by this chapter have been filed.

Added by St. 1976, c. 415, §22.

**1976 Enactment.** This section was derived from c. 63. § 745; c. 64D, § 5.

#### Cross References

Penalties and forfeitures imposed by chapter 63 or § 74 of this chapter, collection remedies under this section and §47 of this chapter, see c. 63, §80.

#### § 49A. Certification of compliance with tax laws as prerequisite to obtaining license or governmental contract

(a) Any person applying to any department, board, commission, division, authority, district or other agency of the commonwealth or any subdivision of the commonwealth, including a city, town or district, for a right or license to conduct a profession, trade or business, or for the renewal of such right or license, shall certify upon such application, under penalties or perjury, that he has complied with all laws of the commonwealth relating to taxes. Such right or license shall not be issued or renewed unless such certification is made.

(b) No contract or other agreement for the purposes of providing goods, services or real estate space to any of the foregoing agencies shall be entered into, renewed or extended with any person unless such person certifies in writing, under penalties of perjury, that he had complied with all laws of the commonwealth relating to taxes.

(c) Any such agency, which has been notified by the commissioner pursuant to section forty-seven A that a person who holds a license or certificate of authority issued by such agency or who has agreed to furnish goods, services or real estate space to such agency has neglected or refused to file any returns or to pay any tax required under this chapter and that such person has not filed in good faith a pending application for abatement of such tax or a pending petition before the appellate tax board contesting such tax, shall refuse to reissue, renew or extend such license, certificate of authority, contract or agreement until the agency receives a certificate issued by the commissioner that the person is in good standing with respect to any and all returns due and taxes payable to the commissioner as of the date of issuance of said certificate, including all returns and taxes referenced in the initial notification.

Added by St. 1983, c. 233, §36. Amended by St. 1986, c. 557, § 72.

**1983 Enactment.** St. 1983, c. 233, §36, by §101 made effective upon passage, was approved July 1, 1983. Emergency declaration by the Governor was filed on the same date.

**1985 Amendment.** St. 1985, c. 593, §22, purported to amend par. (c) by substituting "forty-seven A" for "forty-seven" as appearing in line 14 of the 1984 GLM but apparently intended to substitute such amendment where appearing in line 15 of the 1984 GLM.

St. 1985, c. 593, was approved Dec. 18, 1985. Emergency declaration by the Governor was filed on the same date.

St. 1986, c. 557, § 213, an emergency act, approved Dec. 8, 1986, repealed St. 1985, c. 593, § 22.

#### 1986 Legislation

St. 1986, c. 557, §72, an emergency act, approved Dec. 8, 1986, in par. (c) substituted "forty-seven A" for "forty-seven" as apparently intended by the 1985 amendment.

**Library References** Licenses ← 22. C.J. S. Licenses §§ 34, 38, 39.



**CITY OF QUINCY**  
**Purchasing Department**  
**1305 Hancock Street, Quincy, MA 02169**

Phone: 376-1060

Fax: 376-1074

### SIGNATURE AUTHORIZATION

At a duly authorized meeting of the Board of Directors of the

\_\_\_\_\_  
(NAME OF CORPORATION)

held on \_\_\_\_\_, at which all the Directors were present or waived notice, it was  
(DATE)

VOTED, that:

\_\_\_\_\_  
(NAME)

\_\_\_\_\_  
(OFFICER)

of this company, be and he/she hereby is authorized to execute Contracts and Bonds in the name and behalf of said Company, and affix its Corporate Seal thereto, and such execution of any Contract or obligation in this Company's name on its behalf by such \_\_\_\_\_ under seal of the Company, shall be valid  
(OFFICER)

and binding upon this Company. It was further voted that the City of Quincy may rely on such authorization of future Contracts until notified to the contrary.

A true copy,

ATTEST: \_\_\_\_\_  
(CLERK'S SIGNATURE)

PLACE OF BUSINESS: \_\_\_\_\_

DATE OF THIS CONTRACT: \_\_\_\_\_

I hereby certify that I am the Clerk of the:

\_\_\_\_\_ that \_\_\_\_\_ is the  
(COMPANY) (NAME)

duly elected \_\_\_\_\_ of said Company, and that the above VOTE has not been  
(TITLE)

amended or rescinded and remains in full force and effect as of the date of this Contract.

\_\_\_\_\_  
CORPORATE SEAL

**Appendix C  
References**

Listing of five (5) or more **Governmental entities that are currently subscribing to your Predictive Policing Software solution** contracts during the last five (5) years.

<i>Organization</i>	<i>Contact Person</i>	<i>Address</i>	<i>Phone</i>