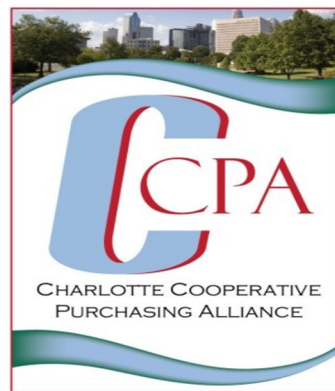


REQUEST FOR PROPOSALS

CCPA TECHNOLOGY PRODUCTS AND RELATED SERVICES

RFP #269-2024-109



CITY OF CHARLOTTE
NORTH CAROLINA

AUGUST 8, 2024

REQUEST FOR PROPOSALS
RFP # 269-2024-109
CCPA Technology Products and Related Services

August 8, 2024

Interested Company:

The City of Charlotte, on behalf of itself, South Carolina entities to include Beaufort County, Buffalo-Mt. Pisgah Fire Department, Burton Fire District, Cherokee Springs Fire Department, City of Charleston, City of Greenville, City of Greer, City of Marion, City of Mullins, City of Myrtle Beach, City of North Myrtle Beach, City of Spartanburg, City of West Columbia, County of Lexington, Darlington County, Duncan Fire Department, Florence County, Georgetown County, Horry County, Lancaster County, Oconee County, Richland County School District One, Rock Hill School District Three, Surfside Beach Fire Department, Town of Aynor, Town of Pamplico, and Ware Shoals Fire Department, and all local government agencies and non-federal government agencies within Arizona, California, Connecticut, District of Columbia, Florida, Georgia, Illinois, Maryland, Massachusetts, Michigan, Missouri, New York, North Carolina, Ohio, Tennessee, Texas, Virginia, Washington, and West Virginia is accepting Proposals for CCPA Technology Products and Related Services to satisfactorily support the City, and other public agencies supported under this contract. This Request for Proposals (the "RFP") is issued on behalf of the Charlotte Cooperative Purchasing Alliance (CCPA) through a group purchasing clause, which provides that any county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges, and universities, both public and private), state, other government agency or nonprofit organization may purchase Products and Services through this contract. Therefore, respondents to this RFP must give due consideration to the potential market. The requirements for submitting a Proposal are stated in the following RFP. Please review them carefully.

The City of Charlotte is using the Bonfire e-Procurement Portal ("Procurement Portal" - <https://charlottenc.bonfirehub.com>) to accept and evaluate proposals for this RFP. Proposals must be submitted electronically through the Procurement Portal on or before the Due Date in order to be accepted.

A **Non-Mandatory** Virtual Pre-Proposal Conference for the purpose of reviewing the RFP and answering questions regarding the Services will be held on, **August 26, 2024, at 10:30 a.m. No onsite meeting will be held, and Service Provider(s) should not come to the City expecting to attend in person. While attendance at the Pre-Proposal Conference is not mandatory, all interested Service Provider(s) are encouraged to participate.**

Click here to join – [Microsoft Teams Video Conference](#)

To join via phone only - 872-256-4172 Conference ID: 468 489 732#

Please have a copy of the RFP available for reviewing during the Pre-Proposal Conference. Proposal submissions are due no later than, **September 5, 2024, at 2:00 p.m.**

The City is an equal opportunity purchaser.

Sincerely,

Christina Hollonquest
CCPA Procurement Officer

Checklist for submitting a Proposal:

- Step 1** **Read the document fully.**
- Step 2** Review the solicitation timeline and upcoming events in the Procurement Portal and download copies of any documents if you plan to submit a Proposal.
- Step 3** Submit any questions via the Procurement Portal by the deadline(s) noted for the solicitation.
- Step 4** Conduct a thorough review of the Sample Contract. Any exceptions to the Sample Contract must be uploaded in Word format (with redlines/tracked changes)
- Step 5** Monitor the Procurement Portal for any addendums and/or responses to questions.

If you plan to submit a Proposal, you must submit all required documents and respond to all questions within the Procurement Portal for the RFP.

If awarded a contract, your company will be required to provide an insurance certificate(s) that meets or exceeds the requirements set forth in the Sample Contract.

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Introduction and General Information

1. INTRODUCTION.

1.1. Objective.

The objective of this RFP is to solicit Proposals that will enable the City to determine which Company and Proposed Solution will best meet the City's needs for Technology Products and Services detailed in the Scope of Work.

1.2. Definitions.

As used in this RFP, the following terms shall have the meanings set forth below:

Acceptance: Refers to receipt and approval by the City of a Deliverable or Service in accordance with the acceptance process and criteria in the Contract.

Affiliates: Refers to all departments or units of the City and all other governmental units, boards, committees or municipalities for which the City processes data or performs services.

Biodegradable: Refers to the ability of an item to be decomposed by bacteria or other living organisms.

Charlotte Business INclusion/CBI: Refers to the Charlotte Business INclusion office of the City of Charlotte.

Charlotte Business INclusion Policy/CBI Policy: Refers to the policy adopted by City Council, which seeks to enhance competition in contracting and procurement opportunities for MWSBEs located in the Charlotte Combined Statistical Area.

Charlotte Combined Statistical Area: Refers to the area consisting of the North Carolina counties of Anson, Cabarrus, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, and Union, and the South Carolina counties of Chester, Lancaster, and York; a criterion used by Charlotte Business INclusion to determine eligibility to participate in the program.

City: Refers to the City of Charlotte, North Carolina.

City Project Manager: Refers to a specified City employee representing the City's best interests in this Project.

Company: During the solicitation process, refers to a company that has interest in providing the Services. After the solicitation process, refers to a company that has been selected by the City to provide the Services.

Company Project Manager: Refers to a specified Company employee representing the best interests of the Company for this Project.

Contract: Refers to a written agreement executed by the City and the Company for all or part of the Services.

Deliverables: Refers to all tasks, reports, information, designs, plans, and other items that the Company is required to deliver to the City in connection with the Contract.

Department: Refers to a department within the City of Charlotte.

Documentation: Refers to all written, electronic, or recorded works that describe the use, functions, features, or purpose of the Deliverables or Services or any

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component thereof, and which are provided to the City by the Company or its subcontractors, including without limitation all end user manuals, training manuals, guides, program listings, data models, flow charts, and logic diagrams.

Environmentally

Preferable Products:

Refers to products that have a lesser or reduced effect on human health and the environment when compared with competing products that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance, or disposal of the product.

Evaluation Committee:

Refers to a City-appointed committee that will evaluate Proposals and identify the Company(-ies) best meeting the needs of the City.

Minority-owned

Business Enterprise/

MBE:

Refers to a business enterprise that: (i) is certified by the State of North Carolina as a Historically Underutilized Business (HUB) within the meaning of N.C. Gen. Stat. § 143-128.4; (ii) is at least fifty-one percent (51%) owned by one (1) or more persons who are members of one of the following groups: African American or Black, Hispanic, Asian, Native American or American Indian; and (iii) has significant business presence in the Charlotte Combined Statistical Area.

MWSBE:

Refers to SBEs, MBEs, and WBEs, collectively.

MWSBE Goal:

If an RFP or Contract has separate Subcontracting Goals for MBEs, WBEs, and/or SBEs, the term MWSBE is a shorthand way to refer collectively to all MBE, WBE, and SBE Goals set for the RFP. In some instances, the City may set one (1) combined goal for MBEs, WBEs, and/or SBEs, in which event the term MWSBE Goal refers to that one (1) combined goal. In the latter instance, calculated as a percentage, the MWSBE Goal represents the total dollars spent with MBEs, WBEs, and SBEs as a portion of the total Proposal amount, including any contingency.

Pass-Through Entity:

A "pass-through entity" refers to a Company that facilitates transactions by allowing other vendors to sell their products and services under the terms of the existing contract. This means that the pass-through entity does not directly sell the products or services itself but instead enables and manages the relationships and transactions between the original Company and the end customers.

Post-Consumer

Recycled Material:

Refers to material and by-products that have served their intended end-use by a consumer and have been recovered or diverted from solid waste. It does not include those materials and by-products generated from, and commonly reused within, an original manufacturing process.

Project:

Refers to the City's need for a company to provide Technology Products and Related Services for the City.

Project Plan:

Refers to the detailed plan for delivery of the Services as described in Section 3, in the form accepted in writing by the City in accordance with the terms of this RFP and resultant Contract.

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<i>Proposal:</i>	Refers to the proposal submitted by a Company for the Services as outlined in this RFP.
<i>Recyclability:</i>	Refers to products or materials that can be collected, separated, or otherwise recovered from the solid waste stream for reuse, or used in the manufacture or assembly of another package or product, through an established recycling program. For products that are made of both recyclable and non-recyclable components, the recyclable claim should be adequately qualified to avoid consumer deception about which portions or components are recyclable.
<i>Recycled Material:</i>	Refers to material and by-products which have been recovered or diverted from solid waste for the purpose of recycling. It does not include those materials and by-products generated from, and commonly reused within, an original manufacturing process.
<i>Services:</i>	Refers to the Technology Products and Related Services as requested in this RFP.
<i>Small Business Enterprise/SBE:</i>	Refers to a business enterprise that is certified by the City of Charlotte under Part E of the CBI Policy as meeting all of the requirements for SBE certification.
<i>Specifications and Requirements:</i>	Refers to all definitions, descriptions, requirements, criteria, warranties, and performance standards relating to the Deliverables and Services that are set forth or referenced in: (i) this RFP, including any addenda; (ii) the Documentation; and (iii) any functional and/or technical specifications that are published or provided by the Company or its licensors or suppliers from time to time with respect to all or any part of the Deliverables or Services.
<i>Subcontracting Goal:</i>	Refers to a SBE, MBE, WBE, and/or MWSBE Goal established by the City for an RFP and resulting Contract.
<i>Trade Secrets:</i>	Information of the City or any of its suppliers, contractors or licensors that: (i) derives value from being secret; and (ii) the owner has taken reasonable steps to keep confidential. See N.C. Gen. Stat. § 66-152 et seq. Examples of trade secrets include information relating to proprietary software, new technology, new products or services, flow charts or diagrams that show how things work, manuals that tell how things work and business processes and procedures.
<i>Woman-owned Business Enterprise/WBE:</i>	Refers to a business enterprise that: (i) is certified by the State of North Carolina as a Historically Underutilized Business (HUB) within the meaning of N.C. Gen. Stat. § 143-128.4; (ii) is at least fifty-one percent (51%) owned by one or more persons who are female; and (iii) has significant business presence in the Charlotte Combined Statistical Area.
<i>Work Product:</i>	Refers to the Deliverables and all other programs, algorithms, reports, information, designs, plans and other items developed by the Company in connection with this RFP, and all partial, intermediate or preliminary versions of any of the foregoing.

Introduction and General Information**1.3. Accuracy of RFP and Related Documents.**

Each Company must independently evaluate all information provided by the City. The City makes no representations or warranties regarding any information presented in this RFP, or otherwise made available during this procurement process, and assumes no responsibility for conclusions or interpretations derived from such information. In addition, the City will not be bound by or be responsible for any explanation or conclusions regarding this RFP or any related documents other than those provided by an addendum issued by the City. Companies may not rely on any oral statement by the City or its agents, advisors, or consultants.

If a Company identifies potential errors or omissions in this RFP or any other related documents, the Company should immediately notify the City of such potential discrepancy in writing. The City may issue a written addendum if the City determines clarification necessary. Each Company requesting an interpretation will be responsible for submitting them per Section 2.2.

1.4. City's Rights and Options.

The City reserves the right, at the City's sole discretion, to take any action affecting this RFP, this RFP process, or the Services or facilities subject to this RFP that would be in the best interests of the City, including:

- 1.4.1. To supplement, amend, substitute, or otherwise modify this RFP, including the schedule, at any time;
- 1.4.2. To cancel this RFP with or without the substitution of another RFP;
- 1.4.3. To require one or more Companies to supplement, clarify or provide additional information in order for the City to evaluate the Proposals submitted
- 1.4.4. To investigate the qualifications, experience, capabilities, and financial standing of each Company submitting a Proposal;
- 1.4.5. To waive any defect or irregularity in any Proposal received;
- 1.4.6. To reject any or all Proposals;
- 1.4.7. To share the Proposals with City employees other than the Evaluation Committee or City advisory committees as deemed necessary;
- 1.4.8. To award all, none, or any part of the Services and enter into Contracts with one or more of the responding Companies deemed by the City to be in the best interest of the City, which may be done with or without re-solicitation;
- 1.4.9. To discuss and negotiate with any Company(-ies) their Proposal terms and conditions, including but not limited to financial terms;
- 1.4.10. To terminate discussions and negotiations with any Company at any time and for any reason;
- 1.4.11. To issue additional requests for information; and
- 1.4.12. To take any action affecting this RFP, this RFP process, or the Services or facilities subject to this RFP that would be in the best interest of the City.

1.5. Expense of Submittal Preparation.

The City accepts no liability, and Companies will have no actionable claims, for reimbursement of any costs or expenses incurred in participating in this solicitation process. This includes expenses and costs related to Proposal submission, submission of written questions, attendance at pre-proposal meetings or evaluation interviews, contract negotiations, or activities required for contract execution.

1.6. Proposal Conditions.

The following terms are applicable to this RFP:

- 1.6.1. The following terms are applicable to this RFP and the Company's Proposal Not An Offer.

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This RFP does not constitute an offer by the City. No binding contract, obligation to negotiate, or any other obligation shall be created on the part of the City unless the City and the Company execute a Contract. No recommendations or conclusions from this RFP process concerning the Company shall constitute a right (property or otherwise) under the Constitution of the United States or under the Constitution, case law, or statutory law of North Carolina.

1.6.2. Right to Terminate Discussions.

The Company’s participation in this process might result in the City selecting the Company to engage in further discussions. The commencement of such discussions, however, does not signify a commitment by the City to execute a Contract or to continue discussions. The City can terminate discussions at any time and for any reason.

1.6.3. Trade Secrets and Personal Identification Information.

Definition.

Upon receipt by the City, all materials submitted by a Company (including the Proposal) are considered public records except for (1) material that qualifies as “trade secret” information under N.C. Gen. Stat. § 66-152 et seq. (“Trade Secrets”) or (2) “personally identifiable information” protected by state or federal law, to include, but not be limited to, Social Security numbers, bank account numbers, and driver’s license numbers (“Personally Identifiable Information” or “PII”).

Instructions for Marking and Identifying Trade Secrets.

If any Proposal contains Trade Secrets or PII, such Trade Secrets and PII must specifically and clearly be identified by clearly separating them from the rest of the Proposal and marked either “Personally Identifiable Information – Confidential” or “Trade Secret— Confidential and Proprietary Information.” This confidentiality caption must appear on each page of the Trade Secret or PII materials, and the document(s) must be submitted separately in the Procurement Portal.

Availability of Proposals to City Staff and Contractors.

By submitting a Proposal, each Company agrees that the City may reveal any Trade Secret materials and PII contained therein to all City staff and City officials involved in the selection process, and to any outside consultant or other third parties who serve on the Evaluation Committee or who are hired or appointed by the City to assist in the evaluation process.

Availability of Proposals via Public Records Requests.

Any person or entity (including competitors) may request Proposals submitted in response to an RFP. Only those portions of RFPs properly designated as Trade Secret or PII are not subject to disclosure. The public disclosure of the contents of a Proposal or other materials submitted by a Company is governed by N.C. Gen. Stat. §§ 132 and 66-152, et seq.

When determining whether to mark materials as Trade Secret, please note the following:

- Entire Proposals may not be marked as Trade Secret
- Pricing may not be marked as Trade Secret

The City may disqualify any Company that designates its entire Proposal as a trade secret, or any portion thereof that clearly does not qualify under applicable law as a Trade Secret or PII. Each Company agrees to indemnify, defend, and hold harmless the City and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material that the Company has designated as a Trade Secret or PII. This includes an obligation on the part of the Company to defend any litigation brought by a party that has requested Proposals or other information that the Company has marked Trade Secret or PII.

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- 1.6.4. **Statutory Requirements.**
Any Contract awarded as a result of this RFP shall be in full conformance with all statutory requirements of North Carolina and all statutory requirements of the Federal Government, to the extent applicable.
- 1.6.5. **Reservation of Right to Change Schedule.**
The City shall ultimately determine the timing and sequence of events resulting from this RFP. The City reserves the right to delay the closing date and time for any phase if City staff believe that an extension will be in the best interest of the City.
- 1.6.6. **Reservation of Right to Amend RFP.**
The City reserves the right to amend this RFP at any time during the process, if it believes that doing so is in the best interests of the City. Any addenda will be posted to [the Procurement Portal](#). Companies are required to acknowledge receipt of each addendum.
- 1.6.7. **No Collusion or Conflict of Interest.**
By responding to this RFP, the Company shall be deemed to have represented and warranted that the Proposal is not made in connection with any competing Company submitting a separate response to this RFP and is in all respects fair and without collusion or fraud.
- 1.6.8. **Proposal Terms Firm and Irreversible.**
The signed Proposal shall be considered a firm offer on the part of the Company. The City reserves the right to negotiate price and other terms. All Proposal elements (including all statements, claims, declarations, prices, and specifications) shall be considered firm and irrevocable for purposes of future Contract negotiations unless specifically waived in writing by the City. The Company chosen for award should be prepared to have its Proposal and any relevant correspondence incorporated into the Contract, either in part or in its entirety, at the City's election. Any false or misleading statements found in the Proposal or Contract exceptions not included in the Proposal may be grounds for disqualification.
- 1.6.9. **Subcontracting.**
The Company given contract award shall be the prime contractor and shall be solely responsible for contractual performance. In the event of a subcontracting relationship, the Company shall remain the prime contractor and will assume all responsibility for the performance of the Services that are supplied by all subcontractors. The City retains the right to approve all subcontractors. Additionally, the City must be named as a third-party beneficiary in all subcontracts.
- 1.6.10. **Equal Opportunity.**
The City has an equal opportunity purchasing policy. The City seeks to ensure that all segments of the business community have access to supplying the goods and services needed by City programs. The City provides equal opportunity for all businesses and does not discriminate against any Companies regardless of race, color, religion, age, sex, and national origin or disability.
- 1.6.11. **Title VI Solicitation Notice.**
Note: Unless otherwise stated herein, this section is only applicable to purchases made by or on behalf of the Aviation Department. The City, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises or airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and no businesses will be discriminated against on the grounds of race, color, national origin (including limited English

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proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.

1.6.12. Use of City's Name.

No advertising, sales promotion, or other materials of the Company or its agents or representatives may identify or reference the City in any manner absent the prior written consent of the City.

1.6.13. Withdrawal for Modification of Proposals.

Companies may change or withdraw a previously submitted Proposal at any time prior to the Proposal due date by editing or removing their submission on the Procurement Portal.

1.6.14. No Bribery.

In submitting a response to this RFP, each Company certifies that neither it, any of its affiliates or subcontractors, nor any employees of any of the foregoing has bribed, or attempted to bribe, an officer or employee of the City in connection with the Contract.

1.6.15. Exceptions to the RFP.

Other than exceptions that are stated in compliance with this Section, each Proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this RFP including the Sample Contract language. An "exception" is defined as the Company's inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the RFP including in the Sample Contract. All exceptions taken must be identified and explained in writing in your Proposal and must specifically reference the relevant section(s) of this RFP. If the Company provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution and impact, if any, on any part of the remainder of the Company's solution, must be described in detail.

Exceptions must be submitted under the Acknowledgement section in the Procurement Portal. If exceptions are not identified in your Proposal, they may not be considered during Contract negotiation and could result in Proposal being rejected from further consideration. If legal counsel needs to review the Sample Contract prior to signature, reviews must be completed before your Proposal is submitted. The City reserves the right to refuse consideration of any terms not so included. Any proposed changes to the Sample Terms after tentative contract award may constitute a material change to the Company's Proposal and be grounds for revoking the award.

The City intends to enter into a City-drafted Contract with the successful Company that contains the terms and conditions set forth in the Sample Services Contract. The number and extent of any exceptions and proposed additions to the Sample Terms will be one of the City's evaluation criteria.

Notwithstanding the foregoing, the City reserves the right to modify the Sample Terms prior to or during contract negotiations if it is in the City's best interest to do so.

1.6.16. Fair Trade Certifications.

By submitting a Proposal, the Company certifies that:

- The prices in its Proposal have been arrived at independently, without consultation, communication, or agreement with anyone, as to any matter relating to such prices for the purpose of restricting competition;
- Unless otherwise required by law, the prices quoted in its Proposal have not been knowingly disclosed by the Company and will not knowingly be so disclosed prior to the Proposal due date; and

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- No attempt has been made or will be made by the Company to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.

1.6.17. Companies’ Obligation to Fully Inform Themselves.

Companies or their authorized representatives must fully inform themselves as to all conditions, requirements, and specifications of this RFP before submitting a Proposal. Failure to do so will be at the Company’s own risk.

1.6.18. Environmentally Preferable Purchasing.

The City promotes the practice of Environmentally Preferable Purchasing (EPP) in acquiring products or services. Applicable EPP attributes that may be taken into consideration as environmental criterion include the following:

Recycled content	Recyclability
Reduced Packaging	Biodegradability
Composability	Reduced toxicity
Take-back options	Energy Efficiency
Life Cycle Management	Pollution Prevention
Low volatile organic compounds	End-of-life management

Companies able to supply products or services containing any of the applicable environmentally preferable attributes that meet performance requirements are encouraged to offer them in the Proposal using the provided Questionnaire in the Procurement Portal. Companies must provide certification of environmental standards and other environmental claims, such as recycled content and emissions data or a formal statement signed by a senior company official.

1.6.19. Disclaimer

Each Company must perform its own evaluation and due diligence verification of all information and data provided by the City. The City makes no representations or warranties regarding any information or data provided by the City.

1.7. Charlotte Cooperative Purchasing Alliance.

The Charlotte Cooperative Purchasing Alliance (“CCPA”) is a cooperative purchasing program established by the City of Charlotte with the specific purpose of reducing procurement costs by leveraging aggregate purchasing volume to receive better pricing.

The CCPA serves as a government cooperative purchasing organization for government agencies and all contracts are publicly solicited, awarded, and held by the City of Charlotte, North Carolina. CCPA contracts are available for use and benefit all entities that must comply with state purchasing laws.

The City of Charlotte is referred to in this procurement as “City.” The other government entities and nonprofits that may participate in a CCPA Contract are referred to as “Participating Public Agencies,” and may include any county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges, and universities, both public and private), other government agency or nonprofit organization that elects to access the CCPA contract.

Except as specifically set forth in the Company’s Proposal, the terms and conditions of the Contract entered into with the Company may be extended to other public entities that are or at any time in the future become members of the CCPA. Except as prohibited in the Proposal, and subject to the City and the Company entering into an administrative agreement that includes a fee payable to the City, Participating Public Agencies will have the right to enter into contracts with the Company at the same prices, discounts, and other terms as are in the Company’s Contract with the City.

If a Participating Public Agency decides to take advantage of this option, the Company may opt to enter into a separate contract with that public entity and must deal directly with that public entity concerning

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the placement of orders, issuance of purchase orders, contractual disputes, invoicing, and payment. The City of Charlotte acts only as the entity conducting the initial procurement.

The Company may notify other public entities of the availability of the Contract for use under the CCPA. Other public entities desiring to procure Products and Services under the terms set forth in the City's Contract will need to make their own legal determinations as to whether the use of this Contract is consistent with their laws, regulations, and other policies.

The City of Charlotte shall not be held liable for any costs or damages incurred by any other public entity or the Company as a result of any contract or other arrangement entered into between that public entity and the Company.

Any subsequent contract(s) between a Participating Public Agency and an awarded Company shall be construed to be in accordance with and governed by the laws of the State in which the Participating Public Agency exists.

2. PROCUREMENT PROCESS.

Section 2 contains information about the procurement process for this Project.

2.1. Schedule and Process.

The following chart shows the schedule of events for the conduct of this RFP. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the Sections that follow:

DATE	EVENT
August 8, 2024	<i>Issuance of RFP.</i> The City issues this RFP.
August 19, 2024	<i>Submission of Written Questions Prior to Pre-Proposal Conference.</i> Companies are permitted to submit questions for purposes of clarifying this RFP. All submissions must be pursuant to the instructions in Section 2.2 by 4:00 p.m.
August 26, 2024	<i>A Non-mandatory Pre-proposal Conference will be held</i> via the link indicated in Section 2.3 at 10:30 a.m.
September 2, 2024	<i>Submission of Questions After the Pre-Proposal Conference.</i> Questions are due by 4:00 p.m.
September 5, 2024	<i>Proposal Submission.</i> Proposals are due by 2:00 p.m. via the Procurement Portal.
September 10, 2024 - September 19, 2024	<i>Evaluation.</i> The Evaluation Committee will assess each Proposal and conduct evaluation activities with Companies.
September 23, 2024 – September 27, 2024	<i>Interviews.</i>
October 28, 2024	<i>Contract Award by Council.</i>
December 31, 2024	<i>Services Commence.</i> Companies begins providing the Services.

2.2. Interpretations and Addenda.

There are two (2) ways to ask questions about this RFP: (1) submit a question through the **Vendor Discussion** section on the Procurement Portal; or (2) ask a question at the Pre-Proposal Conference. Other than these permitted methods, Companies should refrain from contacting City staff prior to the Proposal due date. **The City is not bound by any statements, representations or clarifications regarding this RFP other than those provided in writing by the Procurement Officer.**

In order for questions to be addressed *at the Pre-Proposal Conference*, they must be submitted by **4:00 p.m. on August 19, 2024.**

After the Pre-Proposal Conference, questions regarding RFP 269-2024-109 or any associated documents or requirements must be submitted in the Procurement Portal, Bonfire, by **September 2, 2024, by 4:00 p.m.**

When responding to Company questions or issuing addenda to the RFP, the City will post the answer or information to the Procurement Portal.

2.3. Pre-Proposal Conference.

A Non-Mandatory Pre-Proposal Conference will be conducted on, **August 26, 2024, at 10:30 a.m.** Meeting information is provided below:

Click here to join – [Microsoft Teams Video Conference](#)

To join via phone only - 872-256-4172 Conference ID: 468 489 732#

Section 2 Procurement Process

While attendance at the Pre-Proposal Conference is not mandatory, all interested Companies are encouraged to attend. If special accommodations are required for attendance, please notify the City in advance through the **Vendor Discussion** section of the Procurement Portal.

2.4. Submission of Proposals.

Proposals must be in the format specified in Section 4 of this RFP by, **September 5, 2024, on or before but no later than 2:00 p.m.**

When received, all Proposals and supporting materials, as well as correspondence relating to this RFP, shall become the property of the City. The Proposals will not be read aloud or made available to inspect or copy until any trade secret issues have been resolved.

2.5. Correction of Errors.

The person signing the Proposal must initial erasures or other corrections in the Proposal. The Company further agrees that in the event of any obvious errors, the City reserves the right to waive such errors in its sole discretion. The City, however, has no obligation under any circumstances to waive such errors.

2.6. Evaluation.

As part of the evaluation process, the Evaluation Committee may engage in discussions with one or more Companies. Discussions might be held with individual Companies to determine in greater detail the Company's qualifications, to explore with the Company the scope and nature of the required contractual Services, to learn the Company's proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a Contract that will be satisfactory to the City.

The City may in its discretion require one (1) or more Companies to make presentations to the Evaluation Committee or appear before the City and/or its representatives for an interview. During such interview, the Company may be required to orally and otherwise present its Proposal and to respond in detail to any questions posed. Additional meetings may be held to clarify issues or to address comments, as the City deems appropriate. Companies will be notified in advance of the time and format of such meetings.

Since the City may choose to award a Contract without engaging in discussions or negotiations, the Proposals submitted shall state the Company's best offer for performing the Services described in this RFP.

2.7. Contract Award by Council.

As soon as practical after opening the Proposals, the name of the apparent successful Company will be submitted to the Council for final approval of award and the Procurement Officer will provide Contract documents to the Company. In the event the Council approval is not received within one hundred eighty (180) calendar days after opening of the Proposals, the Company may request that it be released from the Proposal.

2.8. Vendor Inclusion.

The City's vendor management philosophy supports a fair, open, and inclusive process that offers the same access and information to all Companies. Although Companies are not required to be registered in the City's vendor registration system prior to submitting a Proposal, in order to execute a contract with the City and receive payment from the City, all Companies must register with the City's vendor registration system.

Your registration provides the City with baseline information for your company including location, contact and demographic information, as well as your areas of expertise with specific commodity and/or service descriptions. You will also have the opportunity to complete any applicable certifications if your company desires to establish itself as an SBE, MBE, or WBE. The link below will provide you with the opportunity to complete your registration on-line with the City.

<http://charlottenc.gov/vendors>

3. SCOPE OF TECHNOLOGY PRODUCTS AND RELATED SERVICES.

3.1. General Scope.

The City and Participating Public Agencies are seeking proposals for the acquisition of advanced technology products and related services to enhance our operational efficiency and support our strategic objectives. This solicitation aims to identify qualified vendors who can deliver high-quality technology solutions, including hardware, software, and associated services, to meet the evolving needs of our organization. The City plans to award multiple contracts under this solicitation to ensure a diverse range of solutions and expertise.

Vendors are encouraged to submit proposals for any or all of the specified products and are also invited to propose additional relevant products or services beyond.

While the City and Participating Public Agencies are flexible with respect to certain elements of the Technology Products and Related Services, the following specific requirements and preferences apply.

3.2. Technology Products.

All products shall be provided in new condition. The City of Charlotte-specific standards for the below items, where applicable, are detailed in the table found in Section 3.8. Where no standards are included, the City does not have specific standards for those products at this time.

The City and Participating Public Agencies are interested in the purchasing the following items listed below:

- Desktop printers
- Scanners
- Projectors
- Smartboards
- Plotters
- Tablet computers (e.g., Microsoft SurfacePro®)
- Ruggedized tablet and laptop computers (e.g., Panasonic Toughbooks and ToughPad®)
- Security cameras and components
- Wireless cameras and components
- Servers
- Network hardware (e.g., identity, engines, switches)
- Mobile and wireless communications equipment and related peripherals (e.g., modems and in-car routers)
- Mobile communication solutions (e.g., Sierra Wireless, CradlePoint, and similar vendors)
- Computer peripherals (e.g., keyboards, mice, speakers, cords, adapters)
- Commercial off-the-shelf (“COTS”) software
- Subscription and/or cloud-based software
- Software analytic tools (e.g., TOAD, Arcserv)
- Firewalls
- Media converters (e.g., fiber to ethernet, coax to ethernet, serial to ethernet, serial to fiber, and others)
- SCADA systems controllers and accessories (e.g., PLCs, I/O modules, power supplies)
- Power protection (uninterruptable power supply)
- Power distribution systems (e.g., PDUs, power strips, cables)
- Audio/visual equipment (e.g., televisions, speakers, amplifiers, switching, video and audio recording, and microphones)
- Cabling (e.g., fiber optic, Ethernet, coax, various electronic and power supplies)
- Access control devices and components
- Video management solution technology products and services, including online solutions such as Genetec, FUSUS, and License Plate Reader vendors
- Panasonic products and services
- Digital intelligence and forensics tools (e.g., Cellebrite, Magnetic Forensics, GrayKey, FasTrak)
- Services related to the above categories.

Please provide a list or a link to the brands with which your company is certified to do business or sell products and services.

This Project does not include the following items:

- Dell products and services
- Cisco products and services
- Motorola products and services
- Oracle products and services
- Cabling services

3.3. Technology Services.

3.3.1. Product-Related Services.

The City and Participating Public Agencies may require Services directly related to the Products listed in Section 3.2 including, but not limited to, implementation, customization, installation, basic maintenance and repair, consulting, project management, and applicable software licenses.

3.3.2. Other Services.

The City and Participating Public Agencies may require other Services from time to time including, but not limited to, commercial off-the-shelf (COTS) software-related maintenance and support.

3.4. Ordering Portal

The City is interested in utilizing an order portal that features the following capabilities, including, but not limited to:

- a. **User Accessibility:** The portal must be accessible via standard web browsers (e.g., Chrome, Firefox, Safari, Edge) and should be optimized for both desktop and mobile devices.
- b. **User Authentication:** The portal must include secure user authentication and authorization mechanisms to ensure that only authorized personnel can place orders.
- c. **Order Management:** The portal must support the creation, modification, and tracking of orders. It should allow users to view order history, status updates, and delivery schedules.
- d. **Product Catalog:** The portal must feature a comprehensive product catalog with real-time inventory updates. It should include detailed product descriptions, pricing, and availability.
- e. **Search and Filter Capabilities:** The portal should include robust search and filtering options to help users quickly find products based on various criteria (e.g., category, price range, keyword).
- f. **Support and Training:** The vendor must provide training and support for our staff on how to use the portal effectively. Ongoing technical support should be available to address any issues that arise.
- g. **Compliance and Security:** The portal must comply with relevant data protection regulations and standards to ensure the security and privacy of all user and transaction data.
- h. **Integration:** Supports punch-out capabilities to allow users to access the catalog directly from their procurement system, facilitating seamless order placement and integration.

3.5. Quantities.

The City and Participating Public Agencies reserve the right to purchase according to actual need and do not guarantee quantities. Multiple orders will be placed on an as-needed basis during the term of the Contract.

3.6. Pass-Through Contract Provision.

The City is interested companies with the ability to serve as a pass-through entity in accordance with the terms outlined in this RFP. A "pass-through entity" refers to a company that facilitates transactions by allowing other vendors to sell their products and services under the terms of the existing contract.

The requirements for these services are:

- a. The Company shall provide pass-through capabilities to allow for vendors to sell products and services under this contract.
- b. Manage coordination and communication between the primary company and any additional vendors using the contract. This includes points of contact, reporting structures, and information sharing.
- c. Monitor and enforce Contractual terms and conditions for all parties involved.
- d. Provide administrative support including contract management, invoicing, and dispute resolution processes.
- e. Maintain and ensure all pass-through arrangements comply with relevant legal and regulatory requirements.

3.7. Customer Service Representative.

The Company must dedicate a Full-Time "Account Executive" to service the City. The account executive must be available by cell phone. All communication via phone, email, etc., must be addressed with a response within two (2) business days. The account executive must be available to attend meetings regarding Product issues upon request. The account executive will be responsible for providing immediate response and quick resolution of all the service issues and complaints of City personnel. The account executive must have an in-depth knowledge of all items provided in this bid and have immediate access to manufacturers providing the Product items. The account executive must have the ability and authority to make decisions on behalf of their employer, enabling them to provide both routine and emergency services as necessary.

3.8. City Hardware / Software Requirements.

Compatibility and standardization are key concerns in City technology procurements. This is important to optimize interoperability and achieve better overall performance, and to reduce the costs of maintenance, inventory, training, and administration. To that end, the City has established certain standards and preferences regarding implementation of new hardware and software.

The solutions must adhere to the requirements as noted in the "Technology Category" column of the following table, except were prohibited by NC law. In cases where adherence is not required, it is preferred. Standards documentation for any technology category can be provided upon request.

Version references in the matrix below are as of the time of publication. Vendors are expected to provide services and equipment compatible with the items listed below while adhering to the current city-supported versions and requesting any necessary version updates from the city.

Technology Category	Current Architecture Summary	Target Architecture (where different)
Telephony		
Telephony	<ul style="list-style-type: none"> • AT&T POTS analog lines • Cisco • True Image Interactive (TII) IVR (Formerly GetAbby) Centrex • PepLink Hosted SIP Phone solution 	<ul style="list-style-type: none"> • Cloud VoIP

Section 3 Scope of Services

Technology Category	Current Architecture Summary	Target Architecture (where different)
Call Recording System	<ul style="list-style-type: none"> Eventide Verint Cisco OneCloud 	<ul style="list-style-type: none"> Eventide Verint
Mobile Device Services	<ul style="list-style-type: none"> Apple iPhone 11, 12, & SE iPads – iPad 9th Gen Samsung S21 & S10E No approval required for android on approved exception list. VMWare AirWatch Managed Devices AT&T FirstNet (If qualified) Verizon services 	<ul style="list-style-type: none"> Apple iOS version 14.5 or higher Google Pixel 6 & above for Android
Networking		
Network Cabling *Standards Apply/Adherence Required	<ul style="list-style-type: none"> CAT6e or better Corning fiber optic 	<ul style="list-style-type: none"> CAT6 Plenum rated Systemax Panduit or equivalent
Network Hardware *Standards Apply/Adherence Required	<ul style="list-style-type: none"> Cisco Systems Hardware and Software systems including all portions of their Borderless Networking, Collaboration, Data Center and Virtualization product lines, Extreme Networks Extreme Networks 	<ul style="list-style-type: none"> Aruba Network products Extreme Networks
Multiple Domains	<ul style="list-style-type: none"> Any technology the city adopts must work with multiple Active Directory domains, including the ability to distinguish between users with the same username in multiple domains. 	<ul style="list-style-type: none"> Microsoft 2016 Active Directory or higher Single Enterprise Forest
Network Communication Protocol (<i>standards apply</i>)	<ul style="list-style-type: none"> IP, current protocol is IPv4, but new equipment should support IPv6 	<ul style="list-style-type: none"> New technologies should support both IPv4 and IPv6
Wi-Fi	<ul style="list-style-type: none"> Wi-Fi enabled systems should support 802.11a, b, g, n, ac protocols AES 256-bit encryption PEAP MS-CHAPv2 authentication New Access point equipment should support Cisco CAPWAP architecture, IEEE 802.11i or AeroHive/Extreme networks Extreme Networks 	<ul style="list-style-type: none"> Wi-Fi enabled systems should support 802.11 ac protocols Aruba Extreme Networks EAP-TLS

Section 3 Scope of Services

Technology Category	Current Architecture Summary	Target Architecture (where different)
Desktop Computing *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Dell OptiPlex • Precision • Latitude • Panasonic Toughbook • Hewlett Packard • Macbooks • NEC/Technovare (OPS only) • Dell Rugged Tablets 	
Video Management / Cameras	<ul style="list-style-type: none"> • QVMS (CATS VMS “Video Management System”) • Qognify – NiceVision • Axis • Hanwha Techwin • Genetec 5.12 • FUSUS • NexView • Verint • Victor by American Dynamics 	<ul style="list-style-type: none"> • Not older than 2 versions behind the current
Digital Displays	<ul style="list-style-type: none"> • Dell • NEC P series • NEC UN series (zero-bezel video wall) • Sharp • Samsung • LG • Smart Board 	<ul style="list-style-type: none"> • NEC P series • NEC UN series (zero-bezel video wall)
Data Center		
Server Hardware *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Dell PowerEdge series • HP ProLiant • Dell/EMC VxRail • Nutanix hyper-converged clusters 	<ul style="list-style-type: none"> • Dell PowerEdge Series • HP ProLiant • Dell/EMC VxRail • Nutanix hyper-converged clusters
Server Operating Systems *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Windows Server 2016 and above • Red Hat 7 • Oracle VM Server release 3.0+ and above at the current patch level • Suse Linux 	<ul style="list-style-type: none"> • Windows Server 2019 or 2022 • Red Hat 8 • Suse Linux • Preferred last OS version 1+ years in production

Section 3 Scope of Services

Technology Category	Current Architecture Summary	Target Architecture (where different)
Virtual Operating Environments *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Servers <ul style="list-style-type: none"> ○ VMware ESXi • Workstation Virtual Desktops – Microsoft Hyper-V/RDS system <ul style="list-style-type: none"> ○ Microsoft Server Desktop (Server 2016 – 2019) ○ Virtual Windows Server ○ Windows 10 “Jump Boxes” ○ Microsoft Windows 10 Virtual desktops session where applicable • Microsoft Hyper-V/ RDS Published Applications replacing Microsoft App-V. • Microsoft RDS Published Applications or Microsoft APPV Applications support legacy components (Prior approval needed) 	<ul style="list-style-type: none"> • All servers will be VMware VMs except VDI/RDS. • VDI/RDS: <ul style="list-style-type: none"> ○ Microsoft Hyper-V ○ RDS Published Applications
<ul style="list-style-type: none"> • Enterprise Storage 	<ul style="list-style-type: none"> • EMC PowerStore FC SAN • EMC PowerVault • EMC Isilon NAS • Cohesity • StoneFly NAS • HPE SAN 	<ul style="list-style-type: none"> • EMC PowerStore FC SAN • EMC PowerVault • EMC Isilon NAS • Cohesity • StoneFly NAS • HPE SAN
Backup/Data Protection Software	<ul style="list-style-type: none"> • Cohesity 	<ul style="list-style-type: none"> • Cohesity
Backup Hardware	<ul style="list-style-type: none"> • Cohesity 	<ul style="list-style-type: none"> • Cohesity
Data		
Database Systems *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • MS SQL Server 2016 • MS SQL Server 2017 • MS SQL Server 2019 • MS SQL Server 2022 • Oracle Database Server 19c and above 	<ul style="list-style-type: none"> • MS SQL Server 2022 • Oracle 19c and later • Postgres 13.x and later • MariaDB 11.4
ETL/Data Mapping Services/Data Warehousing	<ul style="list-style-type: none"> • SQL Server Integration Services • SQL Server Analysis Services • WhereScape (RED, 3D and Data Vault Express) • R • Python • PowerShell 	<ul style="list-style-type: none"> • Preferred last version 1+ years in production
Business Intelligence / Data Visualization	<ul style="list-style-type: none"> • Tableau • Excel • Microsoft SQL Reporting Services (SSRS) • Esri’s Insights 	<ul style="list-style-type: none"> • Varies per use: Contact Innovation & Data before agreeing to contract.

Section 3 Scope of Services

Technology Category	Current Architecture Summary	Target Architecture (where different)
Reporting Services	<ul style="list-style-type: none"> • Business Objects • Crystal • COGNOS • Oracle Reports • Microsoft SQL Server Reporting Services (SSRS) • Tableau Enterprise 	<ul style="list-style-type: none"> • SQL Server Reporting Services 2017 and later • Tableau Enterprise Server 2021.1
Application Servers	<ul style="list-style-type: none"> • .NET Framework • Oracle WebLogic • Red Hat JBoss Enterprise Application Platform (version 7.2+) 	<ul style="list-style-type: none"> • .NET Framework 4.5.2
Application		
Web Servers	<ul style="list-style-type: none"> • Microsoft Internet Information Services (IIS) versions 8.0,8.5, and 10.0 - Standard is to use what's included in Microsoft OS. 	<ul style="list-style-type: none"> • IIS – Ver 8.0, 8.5 and 10.0
Application Languages	<ul style="list-style-type: none"> • MS VB.NET • ASP.NET • MVC • C#.NET • PL/SQL • JSP • JavaScript • Java J2EE 	<ul style="list-style-type: none"> • C#.NET Core • React • React Native • Python
Enterprise Integration Platform	<ul style="list-style-type: none"> • Microsoft BizTalk 2016 • Apache Active MQ • .NET Framework • Dell Boomi 	<ul style="list-style-type: none"> • Apache Active MQ 5.15+ • .NET Framework 4.5.2
Desktop Operating System *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Windows 10 Enterprise 21H2 and above, • Windows 10 Enterprise LTSC • MacOS 12 (Monterey) and above 	<ul style="list-style-type: none"> • Windows 10 Enterprise
Application Client *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Microsoft Edge Chromium • Google Chrome • Windows 10 20H2 or higher. • If an actual client installation is required, it must be tested by the City to confirm that it does not conflict with other existing desktop components. 	<ul style="list-style-type: none"> • Microsoft Edge Chromium • Google Chrome.
Portal Services	<ul style="list-style-type: none"> • Microsoft Office SharePoint Services 	<ul style="list-style-type: none"> • Microsoft Office 365 Version 2102 (Build 13801.20808 click-to-run or higher)

Section 3 Scope of Services

Technology Category	Current Architecture Summary	Target Architecture (where different)
Geospatial Platform *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Esri ArcGIS Enterprise. • All spatial databases should be compatible with the City's implementation of the ESRI Geodatabase. • Web-based GIS tools, components or extended custom functionality should use ArcGIS API's. • Google Maps API • AutoDesk (autoCAD Drawing Format prefer Civil3D) 	<ul style="list-style-type: none"> • ESRI ArcGIS Pro 10.7.1 • (Varies per use: Contact Innovation & Data before agreeing to contract.) • The City participates in the Esri Advantage Program, not all software is licensed. • Google Maps for Android/iOS • AutoDesk 2020
E-mail Services *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • Current Exchange version 2016 – Migration to Exchange Online (EXO) in progress expected to be completed by February 2021 • Outlook client on workstation • Native email client on iOS devices, Gmail Client on Android devices • Microsoft O365 Portal for email (2 factor Authentication required) • Cisco IronPort (Edge protection for in-bound email) 	<ul style="list-style-type: none"> • Exchange Online • Email Security Gateway
Business Productivity *Standards Apply/Adherence Required	<ul style="list-style-type: none"> • MS Office 365 version 2102 (Build 13801.20808 click-to-run or higher) 	<ul style="list-style-type: none"> • MS Office 365 – local install
Scanning software	<ul style="list-style-type: none"> • Kofax 10 • OnBase scanning module 	<ul style="list-style-type: none"> • OnBase scanning module
Cloud Storage & Sharing	<ul style="list-style-type: none"> • Dropbox • box Drive • OneDrive 	<ul style="list-style-type: none"> • Microsoft OneDrive (Moving to Office 365)
Document Viewers	<ul style="list-style-type: none"> • Adobe Acrobat Pro DC 2021 (Individually licensed by department though Asset management team) • BlueBeam v21 or Higher 	<ul style="list-style-type: none"> • Adobe Acrobat Pro DC
Workstation Fax	<ul style="list-style-type: none"> • Efax - desktop faxing solution inbound with user assigned DID's • Efax - Web portal for outbound faxing (where required) 	<ul style="list-style-type: none"> • Efax cloud faxing services
Kiosks Management Software	<ul style="list-style-type: none"> • Kioware Kiosk Shell for Windows 10 	

Section 3 Scope of Services

Technology Category	Current Architecture Summary	Target Architecture (where different)
Application Packaging	<ul style="list-style-type: none"> Microsoft Endpoint Connection Manager with Client Management Gateway for Internet Connected Assets not on City LAN 	
Data Protection		
Security *Standards Apply/Adherence Required	<ul style="list-style-type: none"> Security Access to the Software must be restricted by assigning user credentials to authorized users. Enterprise authentication services are provided by Active Directory. All data should be encrypted during transmission and data defined as restricted in the City's Restricted Data Policy should be encrypted at rest. 	<ul style="list-style-type: none"> SAML SSO authentication via Okta
Endpoint Security	<ul style="list-style-type: none"> SentinelOne Agent Qualys Cloud Agent Windows Firewall Cisco IronPort (Edge protection for in-bound email) 	
Privileged Remote Access	<ul style="list-style-type: none"> BeyondTrust PRA. 	
Firewalls / Compensating Controls	<ul style="list-style-type: none"> Please coordinate with City of Charlotte Cyber Security for specific compensating controls used. 	<ul style="list-style-type: none"> Cloud WAF/AWS Hosted Firewalls / Managed Browser

3.9. Warranty.

Warranty information for each product or service purchased under this contract shall be provided upon delivery of each order.

3.10. Administrative Fees.

The Company shall submit a minimum of one (1) percent of the overall CCPA Program spend by the City and Participating Public Agencies during the term of the Contract to the City as an Administrative Fee. The Administrative Fee shall be paid no later than thirty (30) days after both parties mutually agree to the quarterly report outlining the CCPA spend. The Company is responsible for providing the required Administrative Fee on the CCPA Admin Fee form, which can be located in the Supporting Documentation section of the procurement portal.

3.11. Reporting Requirements.

3.11.1. Project Reporting Requirements.

The Company shall provide written reports of purchasing and expenditures as may be requested by the City from time to time, including without limitation any reports described in this Scope of Services.

3.11.2. Environmental Reporting Requirements.

The Company shall furnish quarterly usage reports showing a summary of the ordering and/or history of each City department for the previous quarter to the Procurement Services Division.

The report must show at minimum, the description and total quantity of each item ordered during the period, reporting period, City agency, and total dollars per agency. The City reserves the right to request additional information, if required, when reviewing contract activity.

3.12. CCPA Quarterly Reports.

The Company shall provide quarterly usage reports in Excel format to City Procurement by the 30th of January, April, July, and October. Quarterly reports must be designed in such a manner that the information captured in the report reflects all purchases received by the Company. The reports must include but not be limited to the City department, Participating Public Agency name, category, Purchase Order number or purchase mechanism, product/service description, product number, unit of measure, quantity, applicable percentage discount/list price, fixed unit price, and extended price for each item.

If there is no activity during a given quarter, the Company shall submit a report which indicates “no sales this quarter.”

The CCPA will send reminder notices for quarterly reports via email ten (10) business days prior to their due date. There will be no additional email reminders for Companies to submit quarterly reports. The Company will be responsible for ensuring the CCPA Administrator has the correct email address for the person responsible for all quarterly reports. This information must be submitted to ccpa@charlottenc.gov.

Reports which do not adhere to the required format and/or are not supported by complete, legible, copies of all purchase orders in their entirety will be returned to the Company for correction of cited deficiencies. The Company shall notify the CCPA Administrator to any delay in providing any usage report or remittance.

The City and the Participating Public Agency reserves the right to request additional information. All reports shall be subject to audit by the CCPA.

4. PROPOSAL CONTENT AND FORMAT.

The City desires all Proposals to be identical in format in order to facilitate comparison. While the City's format may represent departure from the Company's preference, the City requires strict adherence to the format. All Forms and Questionnaires shall be found and submitted in the City's Procurement Portal. The Proposal shall be submitted in the format described below:

- A. Cover Sheet;
- B. Proposed Solution;
- C. Required Forms;
 - The "Pricing Worksheet" (Pricing Response);
 - The "Proposal Submission" Form;
 - The "CCPA Plan" Form;
 - The "CBI Form 3" Form;
 - The "DBE Program" Form;
 - The "Buy America Certification" Form;
 - The "Byrd Anti-Lobbying Certification" Form;
 - The "Cloud Questionnaire" Form;
 - The "Certification Regarding Debarment, Suspension, and Other Responsibility Matters"
 - The "References" Form;
 - The "Exceptions" Form; and
 - The "Company Background & Additional Questions" Form;

4.1. Proposal Content.

4.1.1. Cover Letter.

The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents. The cover letter shall provide the name, address, telephone and facsimile numbers of the Company along with the name, title, address, email address, and telephone numbers of the executive that has the authority to contract with the City. The cover letter shall present the Company's understanding of the Project and a summary of the approach to perform the Services.

4.1.2. Proposed Solution.

Given the purpose of this Project and the City's goals as stated in this RFP, provide a creative solution to meet such goals. **For each component of the Project described in Section 3, state whether and how your Proposed Solution complies as well as any additional information requested.** If you wish to add supplemental information, it shall be labeled "Supplemental Information."

- a. Please provide details on how your solution meets the order portal requirements, including any additional features or functionalities that may be beneficial.
- b. Please provide a detailed response to the how your company provides Pass Through Contract Utilization, including any additional information relevant to facilitating a pass-through arrangement with other vendors.
- c. Provide a list or a link to the vendors your Company is certified to do business with and/or to sell their products and services.
- d. Please provide at least three (3) references from clients who are similar in size and scope to our organization. These references should demonstrate your experience and capability in delivering the products and services proposed.

4.1.3. Required Forms.

To be deemed responsive to this RFP, Companies must complete all Proposal Forms listed in the Requested Information section on the Procurement Portal

Section 4

Proposal Content and Format

- 4.1.4. Acknowledgements.
To be deemed responsive to this RFP, Companies must complete all Acknowledgements listed in the Requested Information section on the Procurement Portal.
- 4.1.5. Exceptions to the RFP.
Companies must review Section 1.6.16 for an overview of Exceptions to the RFP. If you elect to take Exceptions to the RFP, including the Sample Contract, then you must the Exceptions Form, and a redlined version of the under the Acknowledgement Section in the Procurement Portal. If exceptions are not identified by way of an Exceptions Form and an uploaded redline version of the Sample Contract, then they may not be considered during Contract negotiation and could result in the Proposal being rejected from further consideration.

5. PROPOSAL EVALUATION CRITERIA.

Proposals will be evaluated based on the Company's ability to meet the performance requirements of this RFP. This section provides a description of the evaluation criteria that will be used to evaluate the Proposals. To be deemed responsive, it is important for the Company to provide appropriate detail to demonstrate satisfaction with each criterion and compliance with the performance provisions outlined in this RFP. The Company's Proposal will be the primary source of information used in the evaluation process. Proposals must contain information specifically related to the proposed Services and requested herein. Failure of any Company to submit the information requested may result in the elimination of the Proposal from further evaluation.

Proposals will be assessed to determine the most comprehensive, competitive, and best-value solution for the City based on, but not limited to, the criteria below. The City reserves the right to modify the evaluation criteria or waive portions thereof. Proposals will be evaluated on the following major categories:

- a. Qualifications, Experience, And Approach;
- b. Cost Effectiveness and Value;
- c. Acceptance of the Terms of the Contract; and
- d. CCPA Plan.

5.1. Qualifications, Experience, and Approach.

Companies will be evaluated based on ability to meet the following criteria: qualifications, experience, and capabilities that align with the specified requirements of the project. This includes the company's demonstrated expertise in the relevant technology products and services, as well as their track record of successful project delivery.

5.2. Cost Effectiveness and Value.

Under this criterion, Proposals will be compared in terms of the most reasonable and effective pricing options. The Evaluation Committee will also take into consideration any indirect costs associated with the Services and administration of the Contract.

5.3. Acceptance of the Terms of the Contract.

The City will evaluate the Proposals for compliance with the terms, conditions, requirements, and specifications stated in this RFP including the sample contract language provided. Regardless of exceptions taken, Companies shall provide pricing based on the requirements and terms set forth in this RFP. Exceptions shall be identified in accordance with Sections 1.6.16 of this RFP.

5.4. CCPA Plan.

The City is committed to supporting the CCPA and making high-quality contract opportunities available to Participating Public Agencies (See Below). Companies will be evaluated on the information provided in Required Form E regarding their CCPA plan.

Appendix 1 Participating Public Agencies

APPENDIX 1 PARTICIPATING PUBLIC AGENCIES

Agency Name	City	State
Aberdeen Police Department	Aberdeen	NC
Agriculture Center Vol. Fire Department	Bessemer City	NC
Aiken County Government	Aiken	SC
Alamance Community College	Graham	NC
Alamance County	Graham	NC
Alamance County Dept. of Social Services	Burlington	NC
Alamance County Govt	Graham	NC
Alamance County Sheriff's Office	Graham	NC
Albany County	Albany	NY
Albemarle Regional Health Services	Elizabeth City	NC
Alexander County	Taylorsville	NC
Alleghany County	Covington	VA
Allen Volunteer Fire Department INC.	Concord	NC
Allen Volunteer Fire Department, Inc.	Concord	NC
Alliance Behavioral Healthcare	Durham	NC
Ansar Malik	High Point	NC
Anson County Sheriff's Office	Wadesboro	NC
Ansonville Fire Department	Ansonville	NC
Appalachian District Health Department	Boone	NC
Archdale Police Department	Archdale	NC
Arlington Fire & Rescue Inc.	Jonesville	NC
Asheboro Fire Department	Asheboro	NC
Ash-Rand Rescue & EMS, Inc	Asheboro	NC
Atlanta Public Schools	Atlanta	GA
Atlantic Beach Police Department	Atlantic Beach	NC
Atwell Township Vol. Fire Department	China Grove	NC
Bakers Volunteer Fire Department	Monroe	NC
Bandys Fire & Rescue	Catawba	NC
Beaufort County Health Department	Washington	NC
Beaufort City Dept of Airports	Hilton Head Island	SC
Beeson Crossroads Fire and Rescue	Kernersville	NC
Belews Creek Volunteer Fire and Rescue Department	Belews Creek	NC
Bethlehem Community Fire and Rescue Inc.	Taylorsville	NC
Bethlehem Community Fire and Rescue Inc.	Taylorsville	NC
Biscoe Police Department	Biscoe	NC
Blairs Fire and Rescue	Blairs	VA
Blowing Rock Fire & Rescue	Blowing Rock	NC
Boger City Volunteer Fire Department Inc.	Lincolnton	NC
Boone Fire Department	Boone	NC
Botetourt County	Fincastle	VA
Brunswick Community College	Supply	NC

Appendix 1 Participating Public Agencies

Brunswick County Emergency Services	Bolivia	NC
Brunswick County Schools	Wilmington	NC
Brunswick County Schools	Bolivia	NC
Brunswick County Schools, BOE	Bolivia	NC
Buffalo-Mt. Pisgah Fire Dept	Kershaw	SC
Buncombe County, NC	Asheville	NC
Bunnell Police Department	Bunnell	FL
Burke County Sheriff's Office	Morganton	NC
Burton Fire District	Beaufort	SC
Butner Public Safety	Butner	NC
Cabarrus County	Concord	NC
Caldwell County	Lenoir	NC
Caldwell County Sheriff's Office	Lenoir	NC
Calvary Christian Church of the Apostolic Faith	Charlotte	NC
Calvert County Government	Prince Frederick	MD
Cameron County	Brownsville	TX
Cameron County	Brownsville	TX
Campbell County Public Safety	Rustburg	VA
Canon Fire Dept	Canon	GA
Cape Fear Community College	Wilmington	NC
Cape Fear Public Utility Authority	Wilmington	NC
Catawba County	Hickory	NC
Catawba County	Newton	NC
Catawba County Government	Newton	NC
Catawba County Government	Newton	NC
Catawba County Government	Newton	NC
Catawba County Government	Newton	NC
Catawba County Schools	Newton	NC
Catawba County Sheriff's Office	Newton	NC
Catawba Fire Department	Catawba	NC
Central Connecticut State University	New Britain	CT
Champion Vol. Fire Department inc.	Wilkesboro	NC
Chapel Hill PD	Chapel Hill	NC
Charleston County Procurement	North Charleston	SC
Charlotte Regional Visitors Authority	Charlotte	NC
Charlotte-Mecklenburg Schools	Charlotte	NC
Chatham FD	Chatham	VA
Chattanooga Housing Authority	Chattanooga	TN
Cherokee County	Murphy	NC
Cherokee Springs Fire Department	Chesnee	SC
Cherokee Springs Fire District	Chesnee	SC
Cherryville Police Department	Cherryville	NC
Chesapeake Fire Department	Chesapeake	VA
Chief James Flynn	Denver	NC
China Grove Police Department	China Grove	NC

Appendix 1 Participating Public Agencies

Ciniva	Norfolk	VA
City of Albemarle	Albemarle	NC
City of Asheboro	Asheboro	NC
City of Asheville	Asheville	NC
City of Asheville	Asheville	NC
City of Beckley	Beckley	WV
City of Brevard Fire Department	Brevard	NC
City of Burlington, NC	Burlington	NC
City of Cape Coral	Cape Coral	FL
City of Charleston	Charleston	SC
City of Charlotte Regional Visitors Authority	Charlotte	NC
City of Chesapeake	Chesapeake	VA
City of Claremont Fire Department	Claremont	NC
City of Clinton	Clinton	NC
City of Clinton	Clinton	NC
City of Concord	Concord	NC
City of Concord	Concord	NC
City of Concord Department of Fire and Life Safety	Concord	NC
City of Conover	Conover	NC
City of Danville	Danville	VA
City of Danville, VA	Danville	VA
City of Darlington	Darlington	SC
City of Durham	Durham	NC
City of Durham Fire Department	Durham	NC
City of Eustis	Eustis	FL
City of Fairfax	Fairfax	VA
City of Fairfax, VA	Fairfax	VA
City of Fairfax, VA	Fairfax	VA
City of Fayetteville	Fayetteville	NC
City of Florence, SC	Florence	SC
City of Foley	Foley	AL
City of Fort Walton Beach	Fort Walton Beach	FL
City of Fort Worth	Fort Worth	TX
City of Fort Worth	Fort Worth	TX
City of Franklin, TN	Franklin	TN
City of Gastonia	Gastonia	NC
City of Goldsboro	Goldsboro	NC
City of Greenville, SC	Greenville	SC
City of Greensboro	Greensboro	NC
city of Greenville	Greenville	SC
City of Greenville	Greenville	NC
City of Greer	Greer	SC
City Of Havelock	Havelock	NC

Appendix 1 Participating Public Agencies

City of Henderson	Henderson	NV
City of Henderson Fire Department	Henderson	NC
City of Hendersonville	Hendersonville	NC
City of Hendersonville	Hendersonville	NC
City of Hickory	Hickory	NC
City of High Point	High Point	NC
City of High Point	High Point	NC
City of Jacksonville	Jacksonville	NC
City of Jacksonville	Jacksonville	NC
City of Jacksonville Fire Department	Jacksonville	NC
City of Jacksonville, Police Department	Jacksonville	NC
City of Kannapolis	Kannapolis	NC
City of King	King	NC
City of Kings Mountain	Kings Mountain	NC
City of Kinston	Kinston	NC
City of Lake City	Lake City	FL
City of Laurinburg Fire Department	Laurinburg	NC
City of Lawrenceville	Lawrenceville	GA
City of Loris	Loris	SC
City of Lumberton	Lumberton	NC
City of Marion	Marion	SC
City of Marion	Marion	NC
City of Monroe	Monroe	NC
City of Morganton	Morganton	NC
City of Mount Airy Fire Department	Mt. Airy	NC
City of Mt. Juliet	Mount Juliet	TN
City of Mullins	Mullins	SC
City of Myrtle Beach	Myrtle Beach	SC
City of New Bedford, MA	New Bedford	MA
City of New Rochelle	New Rochelle	NY
City of New Rochelle	New Rochelle	NY
City of Newport News	Newport News	VA
City of Newton Police	Newton	NC
City of North Myrtle Beach	North Myrtle Beach	SC
City of Portsmouth	Portsmouth	VA
City of Raeford	Raeford	NC
City of Raleigh	Raleigh	NC
City of Raleigh	Raleigh	NC
City of Raleigh	Raleigh	NC
City of Raleigh	Raleigh	NC
City of Raleigh	Raleigh	NC
City of Raleigh	Raleigh	NC
City of Roanoke	Roanoke	VA
City of Roanoke	Roanoke	VA

Appendix 1
Participating Public Agencies

City of Roxboro	Roxboro	NC
City of Salisbury	Salisbury	NC
City of Salisbury	Salisbury	NC
City of Salisbury	Salisbury	NC
City of San Diego	San Diego	CA
City of Santa Barbara	Santa Barbara	CA
City of Spartanburg	Spartanburg	SC
City of Stamford	Stamford	CT
City of Stamford (CT)	Stamford	CT
City of Statesville	Statesville	NC
City of Statesville	Statesville	NC
City of Statesville Fire Department	Statesville	NC
City of Statesville Police Department	Statesville	NC
City of Suffolk	Suffolk	VA
City of Sunny Isles Beach	Sunny Isles Beach	FL
City of Vallejo Fire Department	Vallejo	CA
City of Vancouver	Vancouver	WA
City of West Columbia	West Columbia	SC
City of Wilmington	Wilmington	NC
City of Wilson	Wilson	NC
City of Wilson	Wilson	NC
City of Winston-Salem	Winston Salem	NC
Clarendon County	Manning	SC
Clay County	Liberty	MO
Cleveland Community College	Shelby	NC
Cleveland Community College	Shelby	NC
Cleveland Community Vol Fire Department, Inc.	Cleveland	NC
Climax Fire Department	Climax	NC
COC	CLT	NC
Cold Water Volunteer Fire Department Inc	Concord	NC
Collettsville Volunteer Fire & Rescue	Collettsville	NC
Collins VFD	Comer	GA
Columbus County Sheriff's Office	Whiteville	NC
Community Access	New York	NY
Community College	Henderson	NC
Concord Police Department	Concord	NC
Conover Fire Department	Conover	NC
Cornelius-Lemley Fire Rescue	Cornelius	NC
County of Burke	Morganton	NC
County of Columbus	Whiteville	NC
County of Culpeper	Culpeper	VA
County of Currituck, North Carolina	Currituck	NC
County of Darlington	Darlington	SC

Appendix 1 Participating Public Agencies

County of Davidson	Lexington	NC
County of Dillon	DILLON	SC
County of Duplin	Kenansville	NC
County of Durham NC	Durham	NC
County of Fairfax, Virginia	Fairfax	VA
County of Georgetown	Georgetown	SC
County of Gloucester	Gloucester	VA
County of Harnett	Lillington	NC
County of Iredell	Statesville	NC
County of Kenosha	Kenosha	WI
County of Lexington	Lexington	SC
County of Lexington, Fleet Services	Lexington	SC
County of Lexington	Lexington	SC
County of Marion	Marion	SC
County of Mecklenburg	Boydton	VA
County of Moore	Carthage	NC
County of Rockland	Pomona	NY
County of Rowan	Salisbury	NC
County of Rowan	Salisbury	NC
County of Rutherford	Rutherfordton	NC
County of Taney, State of Missouri	Forsyth	MO
County of Union	Monroe	NC
County of Wake	Raleigh	NC
County of Wilkes	Wilkesboro	NC
County of Wilkes	Wilkesboro	NC
Cramerton Fire Department	Cramerton	NC
Craven County Government	New Bern	NC
Cumberland County	Fayetteville	NC
Cumberland County Finance	Fayetteville	NC
Cumberland County Health Department	Fayetteville	NC
Cumberland County Schools	Fayetteville	NC
Cumberland County Sheriff's Office	Fayetteville	NC
Danville Public Schools	Danville	VA
Darlington County	Darlington	SC
Davidson County Emergency Services	Lexington	NC
Davie County EMS	Mocksville	NC
Davie County Sheriff Office	Mocksville	NC
Dayton Public Schools	Dayton	OH
Dayton Public Schools	Dayton	OH
Dillon County	Dillon	SC
Dinwiddie County	Dinwiddie	VA
District School Board of Pasco County	Land O Lakes	FL
Dobson Police Department	Dobson	NC
Duncan Fire Dept.	Duncan	SC

Appendix 1 Participating Public Agencies

Durham County	Durham	NC
Durham County	Durham	NC
Durham County Sheriff's Office	Durham	NC
Durham Emergency Management	Durham	NC
Durham Housing Authority	Durham	NC
East Bend Police Dept.	East Bend	NC
East Gaston Volunteer Fire Department	Mt. Holly	NC
East Gaston Volunteer Fire Department Inc	Mount Holly	NC
Eden Fire Department	Eden	NC
Edgecombe County Public Schools	Tarboro	NC
Edgefield Co. Water & Sewer Authority	Edgefield	SC
Edgefield County Government	Edgefield	SC
Edneyville Fire Rescue	Hendersonville	NC
Elna B. Spaulding Conflict Resolution Center	Durham	NC
Elono Fire Rescue	Elon	NC
Eye Candy Digital Video, LLC	Shawboro	NC
Fairfax County Public Schools	Falls Church	VA
Fairfax County VA	Fairfax	VA
Fairfield County Council	Winnsboro	SC
Fairfield County Council	Winnsboro	SC
Fairview Rural Fire Department	Apex	NC
Fayetteville Fire Department	Fayetteville	NC
Federal Bureau of Investigation	Charlotte	NC
Florence County	Florence	SC
Forbush Volunteer Fire Department, Inc.	Yadkinville	NC
Forsyth County Fire Department	Winston-Salem	NC
Forsyth Tech Community College	Winston Salem	NC
Foxfire Village Police Department	Foxfire Village	NC
Franklin County Ohio	Columbus	OH
Franklinville Fire Department	Franklinville	NC
Garner Police Department	Garner	NC
Garrett County Government	Oakland	MD
Garrett Stonesifer	Linville	NC
Gaston County	Gastonia	NC
Gaston County Fleet Maintenance	Gastonia	NC
Gaston County Schools	Gastonia	NC
Gaston County Schools	Gastonia	NC
Gastonia Police Department	Gastonia	NC
Gateway Community College	Hartford	CT
George Hildebran Fire Rescue	Connelly Springs	NC
George Mason University	Fairfax	VA
Georgetown County Water and Sewer District	Georgetown	SC
Go Smart Energy Inc	Charlotte	NC

Appendix 1
Participating Public Agencies

Granite Falls Police Department	Granite Falls	NC
Granite Quarry Fire Department	Granite Quarry	NC
Guilford County Department of Social Services	Greensboro	NC
Guilford County Government	Greensboro	NC
Guilford County Government	Greensboro	NC
Guilford Technical Community College	Jamestown	NC
Guilford Technical Community College	Jamestown	NC
Halifax County Public Health System	Halifax	NC
Hanover County	Hanover	VA
Haywood County Government	Waynesville	NC
Health Guidance Center	Charlotte	NC
Hemby Bridge Fire Department	Indian Trail	NC
Hempstead Village Police Department	Hempstead	NY
Henderson County	Hendersonville	NC
Hillsborough County Public Schools	Tampa	FL
Hillsborough County Sheriff's Office	Tampa	FL
Holly Springs Police Department	Holly Springs	NC
Homer Volunteer Fire Department	Homer	GA
Hope Haven, Inc	Charlotte	NC
Hope Haven,. Inc.	Charlotte	NC
Hope Mills Fire Department	Hope Mills	NC
Horry County Fire and Rescue	Conway	SC
Horry County Government	Conway	SC
Horry County Government	Conway	SC
Horry County Government	Conway	SC
Horry County Government	Conway	SC
Housing Authority City of Durham	Durham	NC
Howards Creek Fire Dept	Lincolnton	NC
Hudson Fire Department	Hudson	NC
Huntersville Fire Department	Huntersville	NC
Huntersville Fire Dept	Huntersville	NC
Huntersville PD	Huntersville	NC
Huntersville Police Department	Huntersville	NC
Icard Township Fire Rescue Inc.	Hildebran	NC
Idlewild Volunteer Fire Department	Matthews	NC
Iredell County	Statesville	NC
Iredell County	Statesville	NC
Jackson County Public Schools	Sylva	NC
James City County	Williamsburg	VA
James Sprunt Community College	Kenansville	NC
Johnson C. Smith University	Concord	NC
Jones County Department of Social Services	Trenton	NC
Kent State University	Kent	OH
Kernersville Fire Rescue Department	Kernersville	NC

Appendix 1
Participating Public Agencies

Kernersville Police Department	Kernersville	NC
Kure Beach Police Dept.	Kure Beach	NC
Lake Stevens Fire	Lake Stevens	WA
Lancaster County	Lancaster	SC
Lancaster County Fire Service/Lancaster County	Lancaster	SC
Lee County	Sanford	NC
Lee County Council	Bishopville	SC
Lee County Council on Aging	Bishopville	SC
Leland Police Department	Leland	NC
Lenoir County	Kinston	NC
Lenoir-Rhyne University	Hickory	NC
Let Me Run	Charlotte	NC
Lewisville Fire Department	Lewisville	NC
Lexington Police Department	Lexington	NC
Lexington Police Department	Lexington	NC
Limelight	Charlotte	NC
Limelight Solutions	Charlotte	NC
Lincoln Charter School	Denver	NC
Loaves & Fishes/Friendship Trays	Charlotte	NC
Locke Township Fire Department	Salisbury	NC
Locust Police Department	Locust	NC
Lowell Volunteer Fire Department	Lowell	NC
Marshville Police Department	Marshville	NC
Martinsville Fire & EMS	Martinsville	VA
Matthews Fire and EMS	Matthews	NC
Maysville fire and EMS	Maysville	NC
Mecklenburg County Sheriff Office	Charlotte	NC
Mecklenburg County	Charlotte	NC
Mecklenburg County	Charlotte	NC
Mecklenburg County - BSSA - Asset and Facility Management	Charlotte	NC
Mecklenburg County Government	Charlotte	NC
Metropolitan Sewerage District	Asheville	NC
Miami Dade County	Doral	FL
Millington Municipal School District	Millington	SD
Milwaukee County, WI	Milwaukee	WI
Mint Hill Fire Department	Mint Hill	NC
Mint Hill Police Department	Mint Hill	NC
Mint Hill Police Department	Mint Hill	NC
Mitchell Community College	Statesville	NC
Mitchell Community College	Statesville	NC
Mitchell County Schools	Bakersville	NC
M-NCPPC - Montgomery Parks and Planning	Silver Spring	MD

Appendix 1 Participating Public Agencies

Mocksville Fire	Mocksville	NC
Montgomery County Emergency Services	Troy	NC
Montgomery County Sheriff's Office	Troy	NC
Moore County	Carthage	NC
Moore County Sheriff's Office	Carthage	NC
Moraine Park Technical College	Fond du Lac	WI
Morehead City Police Department	Morehead City	NC
Mount Eagle College and University	Winston Salem	NC
Mount Mourne VFD	Mount Mourne	NC
Mountain Island Charter School	Mt. Holly	NC
Mulberry Fairplains Fire Rescue	North Wilkesboro	NC
Municipal Fire Department	Rural Hall	NC
N C Wesleyan College	Rocky Mount	NC
Nags Head Fire Rescue	Nags Head	NC
Nags Head Fire Rescue	Nags Head	NC
Nash County	Nashville	NC
Nashville Police Department	Nashville	NC
Nations Ford Community Church	Charlotte	NC
NC Dept of Public Instruction - NCCAT	Cullowhee	NC
NC State Ports	Wilmington	NC
New Hanover County	Wilmington	NC
New Hanover County Government	Wilmington	NC
New Hanover County Health Department	Wilmington	NC
New Hanover County Health Dept.	Wilmington	NC
New Hanover County Sheriff's Office	Castle Hayne	NC
New Haven Police Department	New Haven	CT
New Hope Fire Department	Belmont	NC
New Hope Volunteer Fire Department	Belmont	NC
New Kent County Sheriff's Office	New Kent	VA
New Kent Fire-Rescue	New Kent	VA
Newport News Public Schools	Newport News	VA
Niskayuna Central School District	Niskayuna	NY
Norfolk Police Department and Fire-Rescue	Norfolk	VA
North Carolina Retired Governmental Employees' Association	Raleigh	NC
North Carolina State University	Raleigh	NC
Norwood police dept	Norwood	NC
Oakboro Police	Oakboro	NC
Oakboro Police Department	Oakboro	NC
Oakboro Rural Volunteer Fire Department	Oakboro	NC
Oconee County	Walhalla	SC
Odell Fire Rescue	Concord	NC
Old Ford Volunteer Fire Department	Washington	NC
Onslow County	Jacksonville	NC
Onslow County Purchasing Dept	Jacksonville	NC

Appendix 1 Participating Public Agencies

Onslow County Purchasing Warehouse	Jacksonville	NC
Onslow County Schools	Jacksonville	NC
Onslow County Sheriff's Office	Jacksonville	NC
Onslow Water & Sewer Authority	Jacksonville	NC
Orange142, A Direct Digital Holdings Company	Austin	TX
Orangeburg County	Orangeburg	SC
Ore Bank Pumpkin Center Volunteer Fire Department Inc.	Denver	NC
Park Ridge Health	Hendersonville	NC
Partners Behavioral Health Management	Gastonia	NC
Pilot Fire Department	Thomasville	NC
Pineville Fire Department	Pineville	NC
Pineville Police Department	Pineville	NC
Pitt Community College	Winterville	NC
Pitt County Sheriff's Office	Greenville	NC
Police Department	Bessemer City	NC
Polk County	Columbus	NC
Polkton Police Department	Polkton	NC
Prince George's County	Largo	MD
Prince George's County Government	Largo	MD
Prince William County Public Schools	Manassas	VA
Prince William County Public Schools	Manassas	VA
Public Library of Charlotte and Mecklenburg County	Charlotte	NC
Public Works Commission	Fayetteville	NC
Rabun County Board of Commissioners	Clayton	GA
Randleman Police Department	Randleman	NC
Randolph County	Asheboro	NC
Randolph County	Asheboro	NC
Randolph County	Asheboro	NC
Ranlo Fire & Rescue	Gastonia	NC
Ranlo Fire and Rescue, Inc.	Gastonia	NC
Ranlo Police Department	Gastonia	NC
RDU Airport Authority	Morrisville	NC
Read's Uniforms	Asheville	NC
Richland County School District One	Columbia	SC
Richmond County Schools	Hamlet	NC
Roanoke City Public Schools	Roanoke	VA
Robinson Vol.Fire Dept.	Charlotte	NC
Rockingham Co Sheriff's Office	Wentworth	NC
Rockingham County Fire Marshal Office	Wentworth	NC
Rockingham County Sheriff's Office	Reidsville	NC
Rolesville Police Department	Rolesville	NC
Rowan County	Salisbury	NC

Appendix 1
Participating Public Agencies

Rutherford County Government	Murfreesboro	TN
Salisbury Community Development Corporation	Salisbury	NC
Salisbury Police Department	Salisbury	NC
San Joaquin County	Stockton	CA
San Mateo county transit district	San Carlos	CA
Sardis Timmonsville Fire Dept	Timmonsville	SC
Scituate Police Department	Scituate	MA
Scotch Irish Fire Dept	Woodleaf	NC
Scotland County Government	Laurinburg	NC
Second Harvest Food Bank of Metrolina	Charlotte	NC
Shelby County Community Corrections	Columbiana	AL
Sherrills Ford-Terrell Fire/Rescue	Sherrills Ford	NC
Silk Hope Volunteer Fire Department	Siler City	NC
Sky Valley - Scaly Mountain Volunteer Fire & Rescue Department Incorporated	Scaly Mountain	NC
Smith Grove Fire Department	Advance	NC
Solid Waste Authority of Palm Beach County	West Palm Beach	FL
South Piedmont Community College	Polkton	NC
Southeastern Community College	Whiteville	NC
Southern Shores Police Department	Southern Shores	NC
Spencer PD/Town of Spencer	Spencer	NC
Spindale Police	Spindale	NC
Spotsylvania County	Spotsylvania	VA
Spotsylvania County Government	Spotsylvania	VA
Spring Hill Fire Department	Spring Hill	TN
Spring Hope Police Department	Spring Hope	NC
St. Joseph County	Centreville	MI
Stallings Fire Department	Indian Trail	NC
Stanly County Sheriff's Office	Albemarle	NC
Statesville fire department	Hiddenite	NC
Statesville Police Department	Statesville	NC
Statesville Police Department	Statesville	NC
Stoneville Police Department	Stoneville	NC
Suburban Bus Division of RTA, Pace	Arlington Heights	IL
Sunset Beach Fire Department	Sunset Beach	NC
Sunset Beach Police Department	Sunset Beach	NC
Tarboro Police Department	Tarboro	NC
The Durham Center	Durham	NC
The Durham Center	Durham	NC
The Maryland National Capital Park & Planning Commission	Riverdale	MD
The University of Tennessee	Knoxville	TN
The Well Zone	Rock Hill	SC
Town of Apex	Apex	NC

Appendix 1
Participating Public Agencies

Town of Apex	Apex	NC
Town Of Aynor	Aynor	SC
Town of Barnstable	Hyannis	MA
Town of Boone Police Department	Boone	NC
Town of Carrboro	Carrboro	NC
Town of Cary	Cary	NC
Town of Cary Police	Cary	NC
Town of Chapel Hill	Chapel Hill	NC
Town of Christiansburg	Christiansburg	VA
Town of Christiansburg	Christiansburg	VA
Town of Clayton	Clayton	NC
Town of Culpeper	Culpeper	VA
Town of Davidson Fire Department	Davidson	NC
Town Of Denton	Denton	NC
Town of Dracut, MA	Town of Dracut	MA
Town of Elon	Elon	NC
Town of Fort Mill	Fort Mill	SC
Town of Framingham	Framingham	MA
Town of Fuquay-Varina	Fuquay-Varina	NC
Town of Fuquay-Varina	Fuquay-Varina	NC
Town of Granite Falls	Granite Falls	NC
Town of Harrisburg Fire Department	Harrisburg	NC
Town of Herndon Virginia	Herndon	VA
Town of Hope Mills	Hope Mills	NC
town of hope mills	Hope Mills	NC
Town of Huntersville	Huntersville	NC
Town of Indian Trail	Indian Trail	NC
Town of Kernersville	Kernersville	NC
Town of Kernersville	Kernersville	NC
Town of Knightdale	Knightdale	NC
Town of Knightdale	Knightdale	NC
Town of Lake Lure	Lake Lure	NC
Town of Lamar	Lamar	SC
Town of Landis	Landis	NC
Town Of Lillington Fire Department	Lillington	NC
Town of Ludlow	Ludlow	MA
Town of Madison	Madison	NC
Town of Maiden Fire Department	Maiden	NC
Town of Marana	Tucson	AZ
Town of Matthews	Matthews	NC
Town of Matthews	Matthews	NC
Town Of Matthews	Matthews	NC
Town Of Matthews	Matthews	NC
Town of Mayodan	Mayodan	NC

Appendix 1 Participating Public Agencies

Town of Mooresville	Mooresville	NC
Town of Mooresville	Mooresville	NC
Town of Morehead City	Morehead City	NC
Town of Morrisville	Morrisville	NC
Town of Mt Pleasant	Mt Pleasant	NC
Town of Mt. Pleasant	Mt. Pleasant	NC
Town of N. Wilkesboro Police Department	North Wilkesboro	NC
Town of Nags Head	Nags Head	NC
Town of Nashville	Nashville	NC
Town of Nashville	Nashville	NC
Town of Nashville	Nashville	NC
Town of Newport	Newport	NC
Town of Oak Island	Oak Island	NC
Town of Pamplico	Pamplico	SC
Town of Pineville	Pineville	NC
Town of Pineville	Pineville	NC
Town of Reading	Reading	MA
Town of Selma	Selma	NC
Town of South Boston	South Boston	VA
Town of Southern Pines	Southern Pines	NC
Town of Southern Pines Police Department	Southern Pines	NC
Town of Stanley Fire Department	Stanley	NC
Town of Surfside Beach	Surfside Beach	SC
Town of Troutman	Troutman	NC
Town of Unionville Vol Fire Dept	Monroe	NC
Town of Wake Forest	Wake Forest	NC
Town of Waxhaw	Waxhaw	NC
Town of Waynesville	Waynesville	NC
Town of Waynesville	Waynesville	NC
Town of Waynesville	Waynesville	NC
Town of Weaverville	Weaverville	NC
Town of Wilkesboro	Wilkesboro	NC
Town of Winterville	Winterville	NC
Town of Yadkinville	Yadkinville	NC
Town of Yarmouth	south Yarmouth	MA
Transylvania County	Brevard	NC
Tri-Development Center of Aiken County, Inc.	Aiken	SC
Utah Volunteer Fire Department	Asheboro	NC
Ulster County	Kingston	NY
UNC School of the Arts	Winston Salem	NC
Union County	Monroe	NC
Union County	Monroe	NC
Union Cross Fire Department	Kernersville	NC
Union Fire Department	Vale	NC

Appendix 1
Participating Public Agencies

Union VFD	Vale	NC
Union Volunteer Fire Dept	Vale	NC
United Rentals	Raleigh	NC
University of North Carolina at Chapel Hill	Chapel Hill	NC
Valdese Fire Department	Valdese	NC
Valley Hill Fire & Rescue	Hendersonville	NC
Vance-Granville Community College	Henderson	NC
Village of Misenheimer	Misenheimer	NC
Village of Pinehurst	Pinehurst	NC
Village of Wesley Chapel	Monroe	NC
Virginia Beach EMS Department	Virginia Beach	VA
Virginia Retirement System	Richmond	VA
Wake County Government	Raleigh	NC
Wake County Public School System	Raleigh	NC
Wake Forest Police Department	Wake Forest	NC
Ware Shoals Fire Department	Ware Shoals	SC
Warren County	Warrenton	NC
Washington Metropolitan Area Transit Authority	Washington	DC
Water and Sewer Authority of Cabarrus County	Concord	NC
Waterbury Police Department	Waterbury	CT
Waxhaw Vol Fire Department	Waxhaw	NC
Wayne County Airport Authority	Detroit	MI
Wayne County Office of Emergency Services	Goldsboro	NC
Wayne County Sheriff's Office	Loa	UT
Wears Valley Volunteer Fire Department	Sevierville	TN
Welcome Fire Department	Lexington	NC
Wesley Chapel Fire Department	Wesley Chapel	NC
Wesley Chapel Fire Department	Waxhaw	NC
Wesley Chapel VFD	Waxhaw	NC
West End Fire and Rescue	West End	NC
West Mecklenburg Volunteer Fire Department	Charlotte	NC
West Rowan Fire Department	Mount Ulla	NC
West Yadkin Volunteer Fire Dept INC	Hamptonville	NC
Whispering Pines Police Department	Whispering Pines	NC
Whiteville Fire Department	Whiteville	NC
Whitsett Fire Department	Whitsett	NC
Wildcat VFD	Clarksville	GA
Wilson County	Wilson	NC
Wilson's Mills Police Department	Wilson's Mills	NC
Winston-Salem Fire Department	Winston Salem	NC
Wittenburg Vol. Fire Department	Taylorsville	NC
Woodleaf Fire	Woodleaf	NC
Woodleaf Fire Department	Woodleaf	NC
Woodleaf Volunteer Fire Dept., Inc.	Woodleaf	NC

Appendix 1
Participating Public Agencies

Yadkin Valley Volunteer Fire-Rescue Department, Inc.	Patterson	NC
Yadkinville Police	Yadkinville	NC
Yadkinville Police Department	Yadkinville	NC
Yadkinville Volunteer Fire Department	Yadkinville	NC