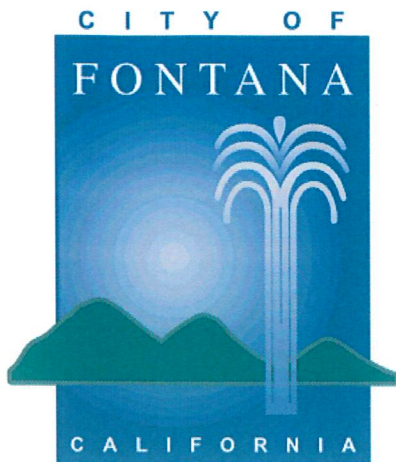




CITY OF FONTANA CALIFORNIA

REQUEST FOR PROPOSAL

For

**Consultant Services for Fontana Police CAD/RMS
System Selection**

PD-26-49-SP

SUBMISSION DEADLINE

**October 16, 2025
BY 2:00PM**

SUBMIT PROPOSAL TO:

**BID MUST BE SUBMITTED ELECTRONICALLY Hard Copies will
NOT be accepted as a viable bid. www.fontanapurchasing.org**

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CITY OF FONTANA

1. NOTICE INVITING REQUESTS FOR PROPOSALS

Consultant Services for Fontana Police CAD/RMS System Selection

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NOTICE IS HEREBY GIVEN that sealed proposals will be received only by submitting electronically at www.fontanapurchasing.org, for **Consultant Services for Fontana Police CAD/RMS System Selection**, no later than **October 16, 2025, 2:00 PM (PST)**, at which time or thereafter said proposals will be electronically opened. Proposals received after this time will not be able to submit electronically. Hard copies of bids will not be accepted as a viable bid.

The City of Fontana is accepting proposals from qualified firms to provide **Consultant Services for Fontana Police CAD/RMS System Selection**.

Detailed information and the scope of **Consultant Services for Fontana Police CAD/RMS System Selection** may be obtained from www.fontanapurchasing.org. The scope of the **Consultant Services for Fontana Police CAD/RMS System Selection**, proposals forms and contract documents are hereby referred to and incorporated herein and made a part hereof by reference and all qualifications must strictly comply therewith. Late submitted qualifications shall not be considered for review.

The City of Fontana reserves the right to reject any and all proposals and to waive minor irregularities, to accept any qualifications or portion thereof, and to take all proposals under advisement for a period of ninety (90) days.

Any contract entered into pursuant to this notice will incorporate the provisions of the State Labor Code. Labor Code Section 1735 requires that no discrimination be made in the employment of persons because of the race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, or sex of such persons, except as provided in Government Code Section 12940. Compliance with the prevailing rates of wages and apprenticeship employment standards established by the State Director of Industrial Relations will be required.

City of Fontana hereby notifies all proposers that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit qualifications in response to this invitation and will not be discriminated against on the grounds of race, color, sex, or national origin in consideration for the award.

CITY OF FONTANA

2. SCOPE OF SERVICES

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2.1 INTRODUCTION:

The Fontana Police Department is seeking a qualified project consultant to assist in the evaluation, selection, and potential implementation planning of a Computer-Aided Dispatch (CAD) and Records Management System (RMS). This effort aims to modernize our existing infrastructure, improve operational efficiency, and ensure compliance with current public safety standards.

In addition, the same consultant must be able to assist in the same capacities for Phase Two and Phase 3 project components which may include but is not limited to the integration of Body Worn Cameras, License Plate Readers, Drones, and development of a Real-Time data sharing center.

2.2 BACKGROUND:

The Fontana Police Department serves a diverse and growing community, providing essential public safety services through dispatch, patrol, investigations, records management, and emergency response coordination. Our existing Computer-Aided Dispatch (CAD) and Records Management System (RMS) has become increasingly outdated, with limited integration capabilities, inefficient workflows, and a lack of modern features that are now considered essential in policing. The current CentralSquare CAD system has been in place at the department since 2005. CentralSquare RMS has served the department since 2019.

Over the last decade, public safety technology has evolved significantly. The integration of **body-worn camera (BWC)** systems, **artificial intelligence (AI)** tools for incident analysis, **real-time data sharing**, and **automated reporting features** have transformed the way agencies collect, manage, and analyze information. However, our current system lacks the necessary interoperability and automation to meet these growing demands. Additionally, our agency is facing increased public expectations for **transparency, accountability, and data-driven policing**.

As state and federal mandates (e.g., NIBRS compliance, AB 748 in California, CJIS security standards) continue to evolve, it is critical that our agency transitions to a modern, scalable, and fully integrated CAD/RMS platform that can:

- Seamlessly incorporate BWC video/audio evidence.
- Support real-time data access across mobile and field units.
- Leverage AI for smart dispatching, automated narratives, and crime trend forecasting.
- Reduce manual data entry, transcription delays, and reporting redundancies.

Given the complexity and significance of this transition, the department is seeking an experienced project consultant with specialized knowledge in public safety technology to guide the assessment, selection, and procurement of a future-ready CAD/RMS solution.

Central Square is increasingly unable to meet the growing demands of our operations, data requirements, and interoperability needs. With the rapid advancement of public safety technologies, a comprehensive evaluation is necessary to guide us in selecting a future-ready solution that supports dispatch, patrol, investigations, reporting, and data analytics with heavy consideration of Artificial Intelligence.

2.3 OBJECTIVES:

The consultant will:

- Assess the department's current CAD/RMS environment and future needs.
- Facilitate stakeholder engagement across divisions (e.g., Dispatch, Patrol, Records, IT).
- Develop functional and technical requirements.
- Identify and compare leading CAD/RMS solutions.
- Identify and compare integration capabilities.
- Provide a cost-benefit analysis.
- Prepare an RFP (Request for Proposal) or RFQ (Request for Quote), if needed.
- Offer guidance through the vendor selection process.
- Collaborate with all applicable Prosecuting agencies.

2.4 SCOPE OF WORK:

Needs Assessment

- Conduct stakeholder interviews across operational divisions, units, and teams. and conduct workshops with key stakeholders. Minimally include Dispatch, Patrol, Records, Investigations, IT, and Administration.
- Review current workflows, hardware, and software ecosystems for capability, integration, and identify current operational gaps.
- Identify inefficiencies and potential compliance issues.
- Evaluate existing CAD/RMS, AI, Redaction, and Body Worn Computer systems.
- Identify workflows that can benefit from AI/automation and integration that are missing in current CAD/RMS systems.
- Benchmark current compliance and ease of use of systems for CJIS, NIBRS, AB 748 and other regulatory components.

Requirements Development

- Develop a detailed set of functional and technical requirements for the new CAD/RMS system.

- Create a functional requirements catalog including:
 - Dispatch & call Handling
 - Records & Case Management
 - Evidence & Digital Media Integration (BWC, CCTV, Drones, LPRs, etc.)
 - Mobile data functionality (field report writing, mobile CAD)
 - Reporting & Analytics (crime analysis dashboards, AI insights)
- Define integration needs with **body-worn cameras, digital evidence management systems, mobile data terminals, and state/federal databases.**
- Specify AI-readiness requirements, ensuring the system can adopt or integrate with emerging AI solutions.
- Establish cybersecurity, CJIS, and NIBRS compliance requirements.
- Identify and specify interoperability requirements for CLETS, DOJ, Courts, District Attorney's Office, Jail, allied agencies and any regional or federal data-sharing systems.
- Define technical requirements including:
 - Cloud v. on-premises considerations
 - System security (encryption, user access, and audit trails)
 - Disaster recovery and continuity planning
- Draft a requirements matrix (functional, technical, and compliance) that can be used during vendor evaluations.
- Draft evaluation criteria to be used in vendor scoring.

Market Research and Vendor Shortlisting

- Conduct a market scan of leading CAD/RMS providers
- Gather information from allied agencies on lessons learned and system satisfaction and dissatisfaction.
- Evaluate vendor solutions for:
 - **Native or third-party AI functionality.**
 - **Seamless BWC integration** (video ingestion, automatic incident linkage, evidence auditing).
 - Scalability, cloud-readiness, and disaster recovery.
 - Create a vendor comparison matrix highlighting features, strengths, and risks.
- Prepare a comparison matrix identifying strengths, risks, allied agency satisfaction/dissatisfaction, and costs.

Procurement Support

- Assist in drafting or reviewing the Request for Proposal (RFP) or Request for Quote (RFQ).
- Develop structured evaluation tools (e.g., weighted scoring matrix) for vendor selection. (Technical features, AI/BWC capabilities, cost, support, training, etc.)
- Coordinate and facilitate vendor demonstrations, ensuring CAD/RMS, AI, and BWC functionalities are tested against requirements.
- Provide independent scoring analysis to supplement internal evaluations.
- Provide technical and operational input during procurement negotiations.

Recommendation & Reporting

- Deliver a comprehensive Final Report summarizing findings, vendor evaluations, cost-benefit analyses, and recommended solution(s).
- Provide a roadmap for phased implementation, highlighting staffing, training, and policy considerations.
- Present findings and recommendations to project panel, IT, and Command Staff.

Pre-Implementation Guidance

- Advise on change management and stakeholder communication strategies.
- Provide input on policies related to AI and BWC data handling (transparency, privacy, evidence retention).
- Assist in defining project governance structures to support implementation.

Implementation Guidance

- Develop an **Implementation Plan** with milestones, dependencies, and risk management strategies.
- Advise on **data migration planning**, including legacy records, CAD history, and BWC evidence.
- Recommend **training plans** for dispatchers, officers, and records staff.
- Provide **policy guidance** on AI, BWC and any other integrated uses, addressing privacy, transparency, and accountability.
- Provide training recommendations for each individual team tailored by role.
- Support **change management strategies** to ensure smooth adoption.
- Define success metrics and establish **performance measures** to track system effectiveness post go-live.
- Provide contingency plan and rollback strategies in the event either are necessary.

3. INSTRUCTIONS TO PROPOSERS

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3.1 PROPOSAL TIMELINE

- Closing Date: October 16, 2025 @ 2:00P.M.

3.2 PROPOSER'S EXAMINATION

Before submitting a proposal, the proponent shall carefully examine the scope of services and other contract documents and ensure that he/she has a clear understanding of the requirements of the contract work regarding the performance of work.

By submitting a response, the applicant represents that it has thoroughly examined and become familiar with the contents of the solicitation and conditions of the standard City contract documents, and that it is capable of performing quality work to achieve the City of Fontana's objectives.

3.3 INTERPRETATION OF PROPOSALS AND DOCUMENTS

If any person contemplates submission of a proposal for the proposed contract and is in doubt as to the true meaning of any part of the scope of services, or other proposed contract documents, or finds discrepancies in, or omissions from the proposal, shall be immediately brought to the attention of the City by submission using the electronic bid system. Such submission, if any, must be sent using the Q&A tab of the electronic bid system. Any interpretation or correction of the proposed documents shall be made only by addendum duly issued electronically to each person registered on the prospective bidder's list. The Purchasing Office will not be responsible for any other explanation or interpretation of the proposed documents.

3.4 NOTICE TO PROPONENTS

The proponents shall be considered based on the best overall value to the City. **The City shall not be limited to awarding to the lowest responsive proponent, but instead shall be entitled to negotiate for the best overall value to the City.**

The City may automatically disqualify any proposal that does not meet the terms and conditions set forth in these "Instructions to Proposers."

3.5 LEGAL RESPONSIBILITIES

All proposals must be submitted, filed, made, and executed in accordance with State and Federal laws relating to proposals for contracts of this nature whether the same are expressly referred to herein or not. Any Proposer submitting a proposal shall by such action thereby agree to each and all of the terms, conditions, provisions, and requirements set forth,

contemplated, and referred to in scope of services, contract documents, and to full compliance therewith.

3.6 DELIVERY AND OPENING OF PROPOSALS

Proposals are to be submitted electronically. Electronic Bid System will close exactly at the time set forth in the document. All applicable forms required to be completed per the proposal documents, shall be submitted electronically prior to the proposal date and time. Hard copies will not be accepted as a viable proposal. It is the Proposer's sole responsibility to ensure that its proposal is received as specified. Proposals may be submitted earlier than the dates(s) and time(s) indicated.

Proposal will be available at the date and time stated in the Instruction to Proposers and the amount of each proposal will be available online and recorded. The City may in its sole discretion, elect to postpone the opening of the submitted proposals. City reserves the right to reject any or all proposals and to waive any informality or irregularity in any proposal.

3.7 WITHDRAWAL OF PROPOSAL

Prior to proposal opening, a proposal may be withdrawn by the Proposer only by using the City's electronic bidding system.

3.8 IRREGULAR PROPOSALS

Unauthorized conditions, limitations, or provisions attached to a proposal will render it irregular and may cause its rejection. The completed proposal forms shall be without interlineations, alterations, or erasures. Alternative proposals will not be considered unless specifically requested. No oral, telegraphic, or telephonic proposal, modification, or withdrawal will be considered.

3.9 PROPRIETARY

The proponent shall identify those portions of their proposal that they deem to be confidential, proprietary information or trade secrets, and provide justification why such materials shall not be disclosed by the City. All materials the proponent desires to remain confidential shall be clearly indicated by stamping the pages on which such information appears, at the top and bottom thereof with the word "Confidential". All such materials so indicated shall be reviewed by the City and any decision not to honor a request for confidentiality shall be communicated in writing to the proponent. Prices, makes and model or catalog numbers of the items offered, deliveries, and terms of payment SHALL NOT be classified as confidential.

3.10 COMPETENCY OF PROPONENT

No proposal will be accepted from or contract awarded to a proponent who is not licensed in accordance with the law, who does not hold a license qualifying them to perform work under this contract, to whom a proposal form has not been provided and who has not

successfully performed on projects of similar character and scope. The proponent may be required, before the award of any contract, to show, to the complete satisfaction of the City, that it has the necessary facilities, ability, experience, and financial resources to provide the services specified herein in a satisfactory manner. The City may make reasonable investigations deemed necessary and proper to determine the ability of a contractor to perform the work, and the contractor shall furnish the City all information requested for this purpose.

3.11 QUESTIONS AND COMMENTS

Questions and comments regarding this solicitation must be submitted online using the city's bid system and click the Q & A tab of the bid, no later than three (3) days before the Submittal Deadline. Answers, if any, made by the City will be sent using the online bid system to all known proposal holders.

3.12 CORRESPONDENCE

All correspondence and questions to be submitted via Planet Bids online platform. After bid closing any bid withdrawals or other correspondence can be sent to Purchasing Division, City of Fontana, 8353 Sierra Ave, Ca 92335.

3.13 AWARD OF CONTRACT

Issuance of this Request for Proposal and receipt of proposals does not commit the City to award a contract. The City reserves the right to reject any or all proposals to accept any proposal or portion thereof, to waive any irregularity, and to take the proposals under advisement for the period of time stated in the "Request for Proposals", as may be required to provide for the best interests of the City of Fontana. In no event will an award be made until all necessary investigations are made as to the responsibility and qualifications of the proponent to whom the award is contemplated. All responses to this solicitation shall become the property of the City and will be retained or disposed of accordingly. No proponent may withdraw his proposal for a period of ninety (90) days after the time set for opening thereof.

3.14 TERM OF CONTRACT

Contract period shall be limited to the respective project. Proposer understands that this contract shall not bind nor purport to bind the City of Fontana for any contractual commitment in excess of the original contract period. In the event the City exercises its options, all terms, conditions, and provisions of the original contract shall remain the same and apply during the extension period, unless otherwise mutually agreed to in writing by both parties.

3.15 INSURANCE

Prior to the commencement of any services hereunder, Consultant shall provide to the City certificates of insurance with the City named as additional insured. Such policies shall be subject to approval by the City and shall require thirty days' notice to the City before any cancellation. Failure to furnish such evidence, if required, may be considered default of the Consultant.

- (1) Worker's Compensation Insurance covering all employees and principals of the Consultant, in a minimum amount of \$1 million per accident, and meeting the laws of the State of California;
- (2) Commercial General Liability Insurance covering third party liability risks; including without limitation contractual liability, in a minimum amount of \$1 million per occurrence for bodily injury, personal injury, and property damage. If commercial general liability insurance or other form with a general aggregate limit is used, either the general aggregate shall apply separately to this project, or the general aggregate limit shall be twice the occurrence limit;
- (3) Commercial Auto Liability and Property Insurance covering "any auto" with a minimum amount of \$1 million combined single limit per accident for bodily injury and property damage.

3.10 PROTEST PROCEDURES

Bidders may file a 'protest' of a solicitation with the Purchasing Division. In order for a Bidder's protest to be considered valid, the protest must:

- a) Bidders who have submitted a bid proposal are permitted to challenge the City's intent to award a contract.
- b) Submitted protest in writing within five (5) calendar days after the posting of the Notice of Award on the City's electronic bid management system to file a protest.
- c) Identification of the project and the solicitation or contract number.
- d) A detailed statement of all the grounds for the protest, including, without limitation, all facts, supporting documentation, legal authorities, and arguments in support of the grounds for the protest, including providing copies of all relevant documents. All factual contentions must be supported by competent, admissible, and credible evidence.

Any matters not set forth in the written protest shall be deemed waived. Any protest not conforming to these procedures shall be rejected as invalid.

If the protest is valid, the City's Purchasing Manager, or other designated City staff member, shall review the basis of the protest and all relevant information. The Purchasing Manager will provide a written decision to the protester. The decision of the Purchasing Manager shall be final unless the protesting Bidder appeals within three (3) business days of receipt of the response.

4. PROPOSAL DOCUMENTS

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4.1 PROPOSAL SUBMITTAL INFORMATION

A. Submittal of Proposal: A digital file containing proposal and cost shall be submitted in response to this RFP. The proposal(s) shall be submitted no later than **2:00 p.m. on October 16, 2025** and submitted online through the electronic bid system.

Late submittals will not be considered. Fax submittals will not be accepted.

B. Examination of the content of the RFP: By submitting a response, the applicant represents that it has thoroughly examined and become familiar with the contents of the RFP's and conditions of the standard City contract documents (Professional Services Agreement) (Attached), and that it is capable of performing quality work to achieve the City of Fontana's objectives.

C. Pre-Contractual Expenses: The City shall not be liable to pay any cost incurred by any firm or persons in submitting a proposal(s) in response to this request for qualification/request for proposal.

D. Contract Award: Issuance of this RFP and receipt of proposals does not commit the City to award a contract. The City reserves the right to accept or reject any or all responses received in reply to this RFP; reject or cancel in part or in its entirety this request for proposal. Similarly, all responses to this request for qualifications/request for proposal shall become the property of the City and will be retained or disposed of accordingly.

4.2 EVALUATION AND SELECTION PROCESS

A. Submittal Review: A committee will review and evaluate each submittal to determine if it meets the "submittal information" requirements for the project. Failure to meet the requirements will be cause for eliminating the applicant from further consideration.

B. Selection: Based on the committee's evaluation and utilizing the Proposal scoring method of each applicant's proposals, additional data submission and oral interview, the firms will be ranked by the Evaluation Committee.

C. Oral Interview: Applicants meeting the submittal requirements may be requested to participate in an oral interview at City's discretion. Applicants will be notified in writing of the time and place for the interview.

Failure to appear for the oral interview will be cause to disqualify the firm from further consideration.

4.3 RESPONSE TO PROPOSAL

Proposal shall be a digital file (PDF format) shall be submitted online through the city's online bid system at www.fontanapurchasing.org.

A. Introduction: This proposal as a minimum must contain the following:

1. Identification of the offering firm including name, address, telephone, fax number, and email address;
2. Name, title, address and telephone number of contact person during the evaluation period.
3. List of Sub-Consultants (if any)

B. Qualifications: The overall capabilities of the consultant's and sub-consultants' organization should be discussed in this section. Include a brief summary of the firm's history, its recent related experience, top level management and ability of persons assigned to perform the work. Indicate the firm's experience over the past three calendar years. Possessions of appropriate license and certifications.

C. Reference: List three (3) former municipal or any public clients for whom comparable services have been performed within last three years. Include the name, mailing address, email address, and telephone number of each client's principal representative.

D. Authorization: The proposal shall be signed by an official authorized to bind the firm and shall contain a statement to the effect that the proposal is valid for ninety (90) days.

E. Insurance: Insurance certificates are required prior to contract execution.

F. Costs: Include all costs associated with performance of the contract as outlined in The Scope of Services. Non-disclosure of all costs during the RFP process could result in disqualification.

The cost must be a separate file and should contain a proposed fee schedule for services and include a list of other categories of out-of-pocket expenses which are expected to be paid by the City and a basis for any additional compensation which would be requested by your firm.

5. PROPOSAL EVALUATION FORM

PD-26-49-SP

Proposer's Name:

FACTOR	WEIGHT	SCORE (0-4)	WEIGHT SCORE
1. QUALIFICATIONS OF FIRM			
Relevant Experience of Firm	15		
Reputation of Firm (based on references)	5		
Qualifications of Personnel (experience, training, etc.)	15		
2. TECHNICAL APPROACH			
Responsiveness to meet or exceed scope of services and law enforcement needs	25		
Ability to communicate service in an organized, clear, and concise manner	15		
3. FEE STRUCTURE AND SCHEDULE			
Cost, Reasonableness and Transparency	10		
Timeline/Ability of Deliver Milestones	15		
TOTAL	100		
SCORE: 0=Unacceptable 1= Poor 2=Fair 3= Good 4= Excellent			