

SAN DIEGO CONVENTION CENTER CORPORATION

REQUEST FOR PROPOSALS FOR ELECTRONIC INCIDENT MANAGEMENT SOFTWARE RFP #25-1063

Issue Date:	May 2, 2025
Pre-Bid Question Deadline:	May 16, 2025 at 5:00 p.m. local time
Response to Pre-Bid Questions:	May 23, 2025 at 5:00 p.m. local time
Bid Deadline:	May 30, 2025 at 5:00 p.m. local time 5:00 p.m. local time San Diego Convention Center Corporation Send bids to: margaret.mccloskey@visitsandiego.com
Bid Evaluation Period:	June 2, 2025 – June 9, 2025
Shortlist Interviews:	June 16, 2025 – June 18, 2025
Final Evaluation:	June 19, 2025
Notice of Intent to Award: (contingent on approvals)	June 20, 2025
Procurement Contact:	Margaret McCloskey, Procurement Analyst E-Mail: margaret.mccloskey@visitsandiego.com Phone: Office (619) 525-5387, Cell (619) 782-2738

Description: The San Diego Convention Center Corporation (“Corporation”) is seeking proposals from qualified Vendors (“Vendor”) for Electronic Incident Management Software (Software) for the recording and managing of daily activities and operations. For full details of the scope of work, see Section 2 – Scope of Work. Any addendum or exhibit that is issued for this RFP can be found at: [RFP 25-1063 - Electronic Incident Management Software - San Diego Convention Center](#)

Written questions regarding the substance of the RFP must be submitted via e-mail to the procurement contact listed above no later than the Pre-Bid Question Deadline indicated above. E-mailed Bids are due prior to the Bid Deadline indicated above and must be delivered to margaret.mccloskey@visitsandiego.com. Late bids will not be accepted – NO EXCEPTIONS.

PROCUREMENT REQUIREMENTS

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Section 1 – Instructions & General Conditions

1. **COMMUNICATIONS:** All communications, any modifications, clarifications, amendments, questions, responses, or any other matters related to the Request for Proposal (RFP) must be made only through the Procurement Contact noted on the cover of this RFP, or their designee. A violation of this provision is cause for the Corporation to reject a company's bid. No contact regarding this document with other Corporation employees is permitted and may be grounds for disqualification.
2. **PRE-BID INFORMATION AND QUESTIONS:** Each bid that is timely received will be evaluated on its merit and for completeness of all requested information. In preparing bids, Bidders are advised to rely only upon the contents of this RFP and accompanying documents, and any written clarifications or addenda issued by the Corporation. If a Bidder finds a discrepancy, error, or omission in the RFP package, or requires any written addendum thereto, the Bidder is requested to notify the Procurement Contact noted on the cover of this RFP, so that written clarification may be sent to all prospective Bidders. All questions must be submitted in writing to the Procurement Contact before the Pre-Bid Question Deadline indicated on the front of this document. All answers will be issued in the form of a written addendum.
3. **RFP MODIFICATIONS:** Clarifications, modifications, or amendments may be made to the RFP at any time prior to the Bid Deadline at the discretion of the Corporation. It is the Bidder's responsibility to periodically check the Corporation's website at <https://visitsandiego.com/work-with-us/vendors/current-opportunities> until the posted Bid Deadline to obtain any issued addenda.
4. **BID SUBMISSION:** Submit offer on the Bid Form provided. Bidders are required to complete the entire Bid Form and supplements (if applicable).
 - a. Bids must be submitted to the Procurement Department, San Diego Convention Center Corporation, by **e-mail** to margaret.mccloskey@visitsandiego.com, before the date and time indicated as the deadline. It is each Bidder's sole responsibility to ensure the Procurement Department receives the bid prior to the Bid Deadline.
 - b. Submission of a bid establishes a conclusive presumption that the Bidder is thoroughly familiar with the Request for Proposal (RFP) and that the Bidder understands and agrees to abide by each and all of the stipulations and requirements contained therein.
 - c. All costs incurred in the preparation and presentation of the bid is the Bidder's sole responsibility; no pre-bid costs will be reimbursed to any Bidder. All documentation submitted with the bid will become the property of the Corporation.
 - d. Bids must be held firm for a minimum of 90 days.
5. **EXCEPTIONS:** Bidder shall clearly identify any proposed deviations from the Scope of Work in the Request for Proposal. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Bidder's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Bidder's bid, the Corporation will assume complete conformance with this specification and the successful Bidder will be required to perform accordingly. Bids not meeting all requirements may be rejected.
6. **DUPLICATE BIDS:** No more than one (1) bid from any Bidder, including its subsidiaries, affiliated companies, and franchises will be considered by the Corporation. In the event multiple bids are submitted in violation of this provision, the Corporation will have the right to determine which bid will be considered, or at its sole option, reject all such multiple bids.
7. **REJECTION:** The Corporation reserves the right to reject any or all bids, or to accept or reject any bid in part, and to waive any minor informality or irregularity in bids received if it is determined by the Director

of Procurement and Contracts that the best interest of the Corporation will be served by doing so. A Bidder's failure to provide any additional information requested by the Corporation prior to a Vendor selection may result in rejection of the bid. The Corporation may reject any bid from any person, firm, or corporation in arrears or in default to the Corporation on any contract, debt, or other obligation, or if the Bidder is debarred by the Corporation from consideration for a contract award.

8. The Corporation reserves the right to reject all nonconforming, nonresponsive, unbalanced, or conditional Bids. Discrepancies in the multiplication of unit prices and unit prices themselves will be resolved in favor of unit price. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.
9. **PROCUREMENT POLICY:** Procurement for the Corporation will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Corporation.
10. **NON-DISCRIMINATION:** Corporation will not contract with any person or firm that discriminates against employees or applicants for employment because of any factor not related to job performance. The Bidder must comply with all federal, state, and local laws and policies that prohibit discrimination in employment contracts. The Bidder must include in its subcontracts provisions that prohibit subcontractors from discriminating in their employment practices.
11. **BIDDER EVALUATION:** The Bid will be awarded to the most responsive, responsible Bidder meeting specifications with the highest evaluation score based upon the following criteria:
 - A. **Cost – 25%**
 - B. **Software Capabilities – 25%**
 - C. **Implementation and Training Schedule – 10%**
 - D. **Comparable Accounts (similar size and complexity) – 10%**
 - E. **Company Resume – 5%**
 - F. **Service Level Agreement – 5%**
 - G. **Security Plan – 5%**
 - H. **Disaster Recovery Plan – 5%**
 - I. **Shortlist Interview/Demo (if shortlisted) – 10%**
12. **CONTRACT AWARD:** The Corporation reserves the right to award by item, group of items, or total bid. The Bidder to whom the award is made will be notified at the earliest possible date. After a final award of the Contract by the Corporation, Vendor must execute and perform said Contract. If, for any reason, a contract is not executed with the selected Bidder within fourteen (14) days after receipt of Contract, then the Corporation may recommend the award to the next qualified Bidder.
13. **DISQUALIFICATION OF BIDDERS:** Any one or more of the following causes may be considered for the disqualification of a Bidder as non-responsible and the rejection of the Bid:
 - a. Evidence of collusion among Bidders;
 - b. Lack of competency as revealed by either financial, experience, or safety statements;
 - c. Lack of responsibility as shown by past work;
 - d. Uncompleted work under other contracts which, according in the judgment of the Corporation, might hinder or prevent the prompt completion of additional work if needed.
14. **DISCUSSIONS:** Discussions may be conducted with responsible Bidders, in order to clarify and assure full understanding of, and conformance to, the solicitation requirements. Discussions may be conducted with Bidders who submit bids determined to be reasonably susceptible of being elected for award, but bids may be accepted without such discussions.
15. Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussions and

revisions of bids. Such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. If during discussions there is a need for any substantial clarification of or change in the RFP, the RFP shall be amended to incorporate such clarification or change. The Bidder shall reduce any substantial oral clarification of a bid in writing.

- 16. SUBCONTRACTORS:** The successful Bidder must identify all subcontractor(s) regardless of the dollar amount or percentage and the services they will provide. The successful Bidder is responsible for all payments and liabilities of all subcontractor(s). Corporation reserves the right to approve or reject any proposed subcontractor. If the Corporation rejects any proposed subcontractor, the successful Bidder shall be responsible to assume the proposed subcontractor's responsibilities. The successful Bidder may propose another subcontractor if it does not jeopardize the effectiveness or efficiency of the contract.
- 17.** Nothing contained in the RFP or in the contract shall create or be construed as creating any contractual relationship between subcontractor and the Corporation. The Contract will not be assignable to any other business entity without the Corporation's approval.
- 18. INSURANCE REQUIREMENTS:** At all times during the term of the contract, Vendor shall maintain, at their sole expense, insurance coverage for Vendor, its employees, officers, and independent contractors as follows:

TYPE OF INSURANCE	MINIMUM ACCEPTABLE LIMITS OF LIABILITY
1. Workers Compensation	Statutory
2. Employers Liability	
A. Each Accident	\$2,000,000.00
B. Each Employee-disease	\$2,000,000.00
C. Policy Aggregate-disease	\$2,000,000.00
3. Commercial General Liability	
A. Per Occurrence	\$2,000,000.00
4. Business Auto Liability	\$2,000,000.00

San Diego Convention Center Corporation, Inc., City of San Diego, San Diego Unified Port District, and the members, officers, directors, agents, and employees of each of these three entities shall be named as additional insured.

- 19. DISCLOSURE OF CONTENTS:** All information provided in the bid shall be held in confidence and shall not be revealed or discussed with competitors or the general public, until after award of the contract except as provided by law or court decision.
- 20.** Bidders must make no other distribution of the bids other than authorized by this RFP. A Bidder who shares cost information contained in its bid with other Corporation personnel or competing Bidder's personnel shall be subject to disqualification.
- 21. PUBLIC DISCLOSURE:** Bids are subject to public disclosure after the deadline for submission in accordance with applicable law.
- 22. CONTRACT COMMENCEMENT:** Commencement of a contract shall not begin prior to all necessary Corporation approvals, including Corporation's Board of Directors approval where required, and subsequent execution of the Corporation's Contract. Commencement of a contract without these approvals is solely at the Bidder's own risk and is likely to result in no payment for services performed or goods received.
- 23. COOPERATIVE CONTRACT PRICING:** Corporation qualifies for local government cooperative contract pricing. Vendor shall indicate if cooperative contract pricing is being used under Section 3 – Bid Form: Exclusions and Clarifications.
- 24. LIVING WAGE:** Vendor shall comply with the City of San Diego Living Wage Ordinance (San Diego Municipal Code Article 2, Division 42, §§22.4201 through 22.4245).

Section 2 – Scope of Work

PROJECT SUMMARY/BACKGROUND:

The San Diego Convention Center Corporation (“Corporation”) is requesting proposals from qualified Vendors (“Vendor”) for Electronic Incident Management Software (Software) for the recording and managing of daily activities and operations at the San Diego Convention Center (the “Center”). The system will be primarily used by the Public Safety department, up to sixty (60) users.

SOFTWARE FUNCTIONALITY AND CAPABILITIES:

- Simple, familiar, and intuitive layout that can easily be used by lower skilled PC users.
- Ability to set multiple permission levels per user.
- Web-based, software-as-a-service.
- Continuous uptime: the software will be used 24 hours, 365 days a year and must continue to be functional during incidents and emergencies, including power outages.
- Must have Single Sign On (SSO) and Azure AD user provisioning.
- Must include dispatch queue: to be used as a continuous record of operations, calls for service, dispatch/assignment of calls, and incidents.
- Must include user interface that allows for the quick entry of dispatch queue items.
- Must include configurable electronic incident reporting: ability to modify the design of electronic incident reports, including basic report information, narrative, and the inclusion of photograph and video attachments.
- Must have mobile data collection allowing electronic incident reports to be prepared on Apple devices such as, iPads, cell phones, etc.
- Must have trespasser and suspicious person reporting: the ability to log and keep records of trespassers or unwanted visitors, along with photos of the individuals.
- Must include configurable notifications using text and email with the ability to determine what messages are sent, to whom they are sent, and when they are sent.
- Mass notification: The ability to communicate via text, email, or possibly a prerecorded message to a large group of employees in the event of a regional or localized emergency situation.
- Automated dispatching: The ability to simplify and somewhat automate dispatching functions for call response. Examples of this include simplified input, resource tracking, and automatic assignment of calls or requests to staff.
- Reporting & Analytics: The ability to generate statistical reports to analyze incident rates, high risk locations, and staffing deployments. The Software shall be able to export in a variety of Microsoft program formats, contain report automation functionality, and include auditing capabilities for incident reports logged by users.

IMPLEMENTATION, SUPPORT, AND TRAINING:

Implementation:

Vendor will provide full implementation and configuration of the Software as specified. Vendor must ensure sufficient testing of the Software and verify no functional problems occur prior to the new Software going live and must coordinate all activities as necessary with Corporation Project Management and any personnel designated by the Project Manager. The Project Manager must provide authorization for the new Software to “Go Live” (the commencement date of the fully implemented Software) before the implementation is considered complete. Sufficient technical support shall be provided during installation, configuration, testing, deployment, and implementation including on-site training and support as required.

Training:

Prior to the new Software going live, Vendor must provide user training. The training must be comprehensive to ensure personnel can independently navigate and use the Software. Vendor shall provide written training materials necessary to complete the required training along with an electronic user manual for personnel to reference after training is complete. During the term of the Contract, any software upgrade or change to the software making any portion of the user manual incorrect or obsolete will result in an updated electronic user manual for Corporation personnel.

Software Maintenance & Support:

All Software maintenance (“Updates”) including bug fixes and security patches, and technical support shall be included in the bid cost, and any costs related to these items shall occur once the Software has been fully implemented (after “Go Live”). Technical support shall be available Monday through Friday from 8:00 a.m. to 5:00 p.m. local time.

Software Upgrades:

All Software upgrade costs should be included as part of the ongoing software maintenance and support. Any work required to deploy the upgrade (testing changes, data migration, configuration changes, etc.) should be included in the proposed costs.

Implementation and Training Meetings:

Vendor shall schedule and attend the following meetings during the Software implementation and training period:

- Project Initiation Meeting: Review responsibilities, personnel assignments, project schedule, site requirements, and other project related items.
- Review Meetings: Conducted as part of ongoing review process at the following Software implementation milestones: 25%, 50%, 90%.
- Project Closeout Meeting/ “Go Live”: Held at the completion of the project to review Software implementation and completed training sessions.

PROJECT SCHEDULE:

Anticipated Implementation: September 1, 2025 – December 31, 2025.

Anticipated Training: January 1, 2026 – January 31, 2026.

Anticipated Go Live Date: February 1, 2026.

SECURITY:

The Software and all data shall be hosted in North America with physical and logical separation of data from other customer implementations. Data in transit shall be secured with current industry standard encryption protocols. Vendor shall support encryption reset upon request. The Software shall use SSL (Secure Sockets Layer) from a well-established, reliable, and secure independent Certificate Authority. Security protocols are to be implemented to provide comprehensive protection against unauthorized addition, deletion, or alteration of system data. Vendor shall have monitoring capabilities to review current system perform and report unauthorized intrusion and release of information. Backups will be completed daily on all systems and their supporting data. All backups shall be scheduled in off-hours to minimize impact on customer usability and retained for sixty (60) days. Software/Hardware shall be hosted in facilities that obtain and maintain the following certifications:

- SSAE 16 Type II SOC 2 (Standards of Attestations Engagement No. 16, System and Organizations Controls Report 2)
- ISO/IEC 27001 (International Organization for Standardization and the International Electrotechnical Commission).

Section 3 – Bid Form

Failure to complete this form in its entirety may result in your Bid being deemed non-responsive.

BIDDER:

Legal Business Name

Other Entity Name(s) (if applicable)

Primary Contact Name

Primary Contact Position

Primary Contact Phone Number

Primary Contact E-mail

BID: (attach with Bid Form)

The term for live services shall be in effect for an initial term of three (3) years. Prior to expiration of the initial term, the live services may be extended by Corporation for an extension term of an additional two (2) year period.

Submit a proposal with a cost breakdown for pre – “Go Live” costs, the initial term three (3) year live cost, and the extension term additional two (2) year cost. The cost breakdown shall outline costs for the following items:

- System/Software
- Implementation
- Training
- Ongoing Support
- Annual Licensing
- Additional Fees

(Price is inclusive of all software, materials, equipment, labor, any necessary trip charges to site, applicable taxes and all overhead costs.)

SOFTWARE CAPABILITIES:

Mark the boxes “Yes” or “No” in the fields below based on the capabilities that are included in the proposed Electronic Incident Management Software System.

Electronic Incident Management Software: <i>Confirm if your company's Software has the ability to provide the following:</i>	YES	NO
Simple, familiar, and intuitive layout that can easily be used by lower skilled PC users	☐	☐
Ability to set multiple permission levels per user	☐	☐
Web-based, software-as-a-service	☐	☐
Continuous uptime: the software will be used 24 hours, 365 days a year and must continue to be functional during incidents and emergencies, including power outages	☐	☐
Single Sign On (SSO) and Azure AD user provisioning	☐	☐
Dispatch queue: to be used as a continuous record of operations, calls for service, dispatch/ assignment of calls, and incidents	☐	☐
Interface that allows for the quick entry of dispatch queue items	☐	☐
Mobile data collection allowing electronic incident reports to be prepared on Apple devices such as iPads, cell phones, etc.	☐	☐
Configurable electronic incident reporting: ability to modify the design	☐	☐

of electronic incident reports, including basic report information, narrative, and the inclusion of photograph and video attachments		
Trespasser and suspicious person reporting: the ability to log and keep records of trespassers or unwanted visitors, along with photos of the individuals	☐	☐
Configurable notifications using text and email with the ability to determine what messages are sent, to whom they are sent, and when they are sent	☐	☐
Mass notification: The ability to communicate via text, email, or possibly a prerecorded message to a large group of employees in the event of a regional or localized emergency situation	☐	☐
Automated dispatching: The ability to simplify and somewhat automate dispatching functions for call response. Examples of this include simplified input, resource tracking, and automatic assignment of calls or requests to staff	☐	☐
Reporting & Analytics: The ability to generate statistical reports to analyze incident rates, high risk locations, and staffing deployments. The Software shall be able to export in a variety of Microsoft program formats, contain report automation functionality, and include auditing capabilities for incident reports logged by users	☐	☐

PROMPT PAYMENT DISCOUNT:

The price(s) proposed herein can be discounted by _____%, if payment is made within _____ days.

Note: Unless Prompt Payment Discount is specified above, a Net 30 will be considered.

COMPANY RESUME: (attach with Bid Form)

Submit a company resume that includes:

- Statement of Experience – Briefly describe the background and capabilities of your company.
- Proposed Personnel – Provide names, titles, resumes and experience of the individual(s) who will be assigned to the account.

IMPLEMENTATION & TRAINING SCHEDULE: (attach with Bid Form)

Submit an implementation and training schedule in a bar-chart style format with a list of activities, early and late start dates, early and late finish dates, activity duration in workdays, total float or slack time, and precedence relationships.

SECURITY PLAN: (attach with Bid Form)

Submit a security plan listing on-site and off-site options. This document shall outline the proposed Security Plan which documents all hardware specifications, including manufacturers for all product offerings. It shall document how often infrastructure hardware and/or software is upgraded, hardened, and patched. Customer data management shall be included, including destruction.

SERVICE LEVEL AGREEMENT: (attach with Bid Form)

Submit a service level agreement for resolution of technical software issues (including issue severity and resolution time).

DISASTER RECOVER PLAN: (attach with Bid Form)

Submit a disaster recovery plan outlining steps that will be taken should data be breached, deleted, or altered without Company's prior written authorization. This shall reference the backup data recovery implementation.

EXCLUSIONS AND CLARIFICATIONS:

List any exclusions and/or clarifications *(use additional sheets of paper as needed)*: _____

COMPARABLE ACCOUNTS: Provide three (3) comparable accounts similar in size and complexity:
(use additional sheets of paper as needed)

1. Account Name: _____

Account Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Are Different Values, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

2. Account Name: _____

Account Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

3. Account Name: _____

Account Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

TO: CORPORATION

The Undersigned hereby offers and agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposal.

BIDDER QUALIFICATION STATEMENT:

The following statements of experience, personnel, and general qualifications of the Bidder are submitted with the assurance that the Corporation can rely on its accuracy and truthfulness.

ADDENDA:

The undersigned has read, understands and is fully cognizant of the Instruction, Scope of Work, Bid Form, all Exhibits thereto, and all contents of this document, together with any written addenda issued in connection with any of the above. The undersigned hereby acknowledges receipt of the following addenda: _____, _____, _____, _____ (write "none" if none). In addition, the undersigned has completely and appropriately filled out all required forms.

COMPLIANCE:

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Bid Form, the Bidder represents that: 1) the Bidder is in compliance with any applicable ethics provisions of the Corporation's RFP, and 2) if awarded a contract to provide the goods or services required in the RFP, the Bidder will comply with the Corporation's standards outlined in this RFP.

NON-COLLUSION:

The undersigned, by submission of this Bid Form, hereby declares that this Bid is made without collusion with any other person, firm, or corporation.

INSURANCES:

The undersigned further agrees that if awarded the Contract, it will submit to the Corporation any required evidence of required insurance coverage within 14 business days after acceptance of this bid.

FROM:

Respondent's Name: _____

Title: _____

Signature: _____

Business Ownership Declaration

For Statistical Purpose Only. Required by the City of San Diego.

Company Information

Name: _____

Contact Person: _____

Address: _____

Phone: _____

Email: _____

Ownership Classification

*Includes Individuals, Sole Proprietorships, Partnerships, LLC's and Corporations

☐ Women owned Business (WBE – SWBE) – 51% ownership and active management

☐ Minority Owned Business (MBE – SMBE) – 51% ownership and active management

☐ Disadvantaged Business (DBE): a for-profit small business that is at least 51 percent owned by one or more individuals who are both socially and economically disadvantaged as defined in Code of Federal Regulations Title 49 part 26. In the case of a corporation, 51 percent of the stock is owned by one or more such individuals; and, whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

☐ Disabled Veteran Business Enterprise (DVBE)

☐ Small Business Enterprise (SBE)

☐ Small Local Business Enterprise (SLBE)

☐ None Apply

Certifications

☐ Yes ☐ No Ownership Classification has been certified by a city, federal, state or private agency.

Certifying Agency: _____ Certification Date: _____

Certifying Agency: _____ Certification Date: _____

Ethnicity

*Required – select one.

☐ African American ☐ Asian ☐ Caucasian

☐ Hispanic ☐ Filipino ☐ Native American

☐ Pacific Islander ☐ Other: _____