

REQUEST FOR PROPOSALS

CCPA ELECTRONIC MONITORING SERVICES

RFP # 269-2026-227



**CITY OF CHARLOTTE
NORTH CAROLINA**

AUGUST 27, 2026

REQUEST FOR PROPOSALS
RFP # 269-2026-227
CCPA Electronic Monitoring Services

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Interested Company:

The City of Charlotte, North Carolina, on behalf of Charlotte Cooperative Purchasing Alliance (CCPA) is now accepting Proposals for CCPA Electronic Monitoring Services. The requirements for submitting a Proposal are stated in the attached Request for Proposals (the "RFP"). Please review them carefully.

Pursuant to N.C. G.S. 160A-461 and 143-129(e)(3), the City of Charlotte, Department of General Services, City Procurement has established the Charlotte Cooperative Purchasing Alliance. The purpose of the Charlotte Cooperative Purchasing Alliance is to allow other public agencies regionally and nationwide to use contracts competitively solicited and awarded by the City of Charlotte (herein "City"). The Charlotte Cooperative Purchasing Alliance is a group purchasing cooperative that manages contracts available to public agencies, including counties, cities, special districts, local governments, school districts, private K-12 schools, technical or vocational schools, higher education institutions (including community colleges, colleges, universities, both public and private), states or government agencies and nonprofit organizations. Companies should consider the potential volumes when responding to this RFP. Participation by other entities is strictly voluntary and no volumes are guaranteed.

The City of Charlotte is using the 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 **September 16, 2026, at 2 p.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: 154 009 705#

Please have a copy of the RFP available for reviewing during the Pre-Proposal Conference. Proposal submissions are due no later than **October 14, 2026, at 2 p.m.**

The City is an equal opportunity purchaser.

Sincerely,

Tim Hawkins
CCPA Senior Purchasing Agent

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** (Optional) Submit any questions via the Procurement Portal by the deadline(s) noted for the solicitation.
- Step 5** Conduct a thorough review of the RFP and Sample Contract. Any exceptions to the RFP and Sample Contract must be uploaded in word format (with redlines/tracked changes)
- Step 4** 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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Section 1

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.

1.2. DEFINITIONS.

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

<i>Acceptance:</i>	Refers to receipt and approval by the City of a Product or Service in accordance with the acceptance process and criteria set forth in the Contract.
<i>ADA:</i>	<i>Refers to the Americans with Disabilities Act.</i>
<i>Administrative Fee:</i>	<i>Refers to a fee paid to the City for all expenditures made by the City and Participating Public Agencies.</i>
<i>Affiliates:</i>	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 that involve the System.
<i>Charlotte Business INclusion/CBI:</i>	Refers to the Charlotte Business INclusion office of the City of Charlotte.
<i>Charlotte Business INclusion Policy/CBI Policy:</i>	Refers to the policy adopted by City Council, which seeks to enhance competition in contracting and procurement opportunities for SBEs located in the Charlotte Combined Statistical Area.
<i>CCPA</i>	<i>Refers to the Charlotte Cooperative Purchasing Alliance</i>
<i>Charlotte Combined Statistical Area:</i>	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.
<i>City:</i>	Refers to the City of Charlotte, North Carolina.
<i>City Project Manager:</i>	Refers to a specified City employee representing the best interests of the City for this Project.
<i>Company:</i>	Refers to a company that has been selected by the City to provide the Services required by this RFP.
<i>Company Project Manager:</i>	Refers to a specified Company employee representing the best interests of the Company for this Project.
<i>Company Software:</i>	Refers to all pre-existing software owned by the Company or any of its "Related Entities" which the Company provides or is required to provide under this RFP, and all Updates and Enhancements to the foregoing. The term "Related Entity" shall mean any person or entity that is directly or indirectly in control of, controlled by, or under common control with the Company, including but not limited to, parent, subsidiary, and affiliate entities. The word "control," as used in this context, shall mean ownership of a sufficient percentage (not necessarily a majority) of the outstanding voting interests in an entity so as to afford effective control of the management of the entity.

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<i>Contract:</i>	Refers to a written agreement executed by the City and the Company for all or part of the Services.
<i>Current Release:</i>	Refers to the latest version of the Software offered for general commercial distribution at a given point in time, including all Updates.
<i>Customizations:</i>	Refers to all newly-developed software created by the Company and/or its subcontractors pursuant to this RFP, including but not limited to all interfaces between different components of the System and between the System and other systems. Customizations will not include Updates and Enhancements that become part of the company Software.
<i>Defect:</i>	Refers to any failure of the System or any component thereof to fully conform to the Specifications and Requirements. A non-conformity is not a Defect if it results directly from the City's improper use or damage, unless it is reasonably likely that such non-conformity would have occurred on that or another occasion even without the City's improper use or damage.
<i>Deliverables:</i>	Refers to all tasks, reports, information, designs, plans and other items, which the Company is required to complete and deliver to the City in connection with this Contract.
<i>Department:</i>	Refers to a department within the City of Charlotte.
<i>Documentation:</i>	Refers to all written, electronic, or recorded works, that describe the use, functions, features, or purpose of the System or any component thereof, and which are published or 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, logic diagrams, and other materials related to or for use with the System.
<i>Enhancements:</i>	Refers to any products, parts of products, improvements, additions or materials which are not included in the Products at the time of execution of a Contract or that are subsequently developed, which modify the Products to provide a function or feature not originally offered or an improvement in function.
<i>Environmentally Preferable Products:</i>	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.
<i>Evaluation Committee:</i>	Refers to a City-appointed committee responsible for determining the best Company for the Services described in this RFP.
<i>Exclusion Zone:</i>	Defined as the area a monitored person is not allowed to be in within specific parameters such as periods of time.
<i>Hardware:</i>	Refers to all hardware, equipment, and materials that the Company provides or is required to provide under the terms of this RFP (whether now or in the future).
<i>Inclusion Zone:</i>	Defined as the area a monitored person is required to be within specific parameters such as periods of time.
<i>License:</i>	Refers to the license agreement.
<i>Maintenance Services:</i>	Refers to the maintenance services described in Section 3.

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<i>Milestones:</i>	Refers to the benchmarks of performance (consisting of an identified deadline for the completion of specific services and/or the acceptance of identified Deliverables), as specified in this RFP.
<i>Offender:</i>	Refers to an individual who is required by a judicial system to physically wear a device that is monitored by Customer to acquire and track geophysical information regarding the individual's location.
<i>Participating Public Agency:</i>	Refers to a public entity, 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.
<i>Post-Consumer Recycled Material:</i>	Refers to material and by-products which 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.
<i>Project:</i>	Refers to the procurement process to choose a Company to perform CCPA Electronic Monitoring Services for the City.
<i>Project Plan:</i>	Refers to the detailed plan for implementation of the System 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.
<i>Products:</i>	Refers to all Software and all Hardware (both as herein defined).
<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 CCPA Electronic Monitoring 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 the CBI Policy as meeting all of the requirements for SBE certification.
<i>Software:</i>	Refers to (i) all Company Software; (ii) all Customizations; (iii) all Third-Party Software; and (iv) all Updates and Enhancements of any of the foregoing.
<i>Source Code:</i>	Refers to the human readable form of a computer program and all algorithms, flow charts, logic diagrams, structure descriptions or diagrams, data format or layout descriptions, pseudo-code, code listings (including comments), and other technical documentation relating to such program.

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<i>Specifications and Requirements:</i>	Refers to all definitions, descriptions, requirements, criteria, warranties and performance standards relating to the Products or System which are set forth or referenced in: (i) this RFP; (ii) the Documentation; and (iii) any functional and/or technical specifications which 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 Products or the System.
<i>System:</i>	Refers to Electronic Monitoring Services to be, supplied, installed, configured, tested and commissioned by the Company under this RFP, including but not limited to all Products.
<i>System Acceptance:</i>	The term "System Acceptance" shall mean acceptance by the City of the complete System to be provided.
<i>Third Party Software:</i>	Refers to all software included within the System or required for the System to function in full compliance with the Specifications and Requirements that is provided by the Company as a result of this RFP and was not manufactured, developed or otherwise created by the Company, any Related Entity of the Company, or any of the Company's subcontractors. The phrase "Related Entity" shall mean any person or entity that is directly or indirectly in control of, controlled by, or under common control with the Company, including but not limited to any parent, subsidiary, and affiliate entities. The word, "control," as used in this context, shall mean ownership of a sufficient percentage (not necessarily a majority) of the outstanding voting interests in an entity so as to afford effective control of the management of the entity.
<i>Trade Secrets:</i>	Information of the City or any of its suppliers, contractors or licensors: (i) that derives value from being secret; and (ii) that 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>Updates:</i>	Refers to program logic changes made by Company or its subcontractors or vendors to correct Defects in the Products and/or related Documentation delivered hereunder.
<i>Warranty Period:</i>	Refers to the twelve-month period following System Acceptance.
<i>Workaround:</i>	Refers to a reasonable change in the procedures followed or data supplied to avoid a Defect that does not impair the performance of the System or increase the cost of using the System.
<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.

1.3. ACCURACY OF RFP AND RELATED DOCUMENTS.

The City assumes no responsibility for conclusions or interpretations derived from the information presented in this RFP, or otherwise distributed or made available during this procurement process. In addition, the City will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the City other than those provided by the City through the

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issuance of addenda. In no event may a Company rely on any oral statement by the City or its agents, advisors or consultants.

Should a Company find discrepancies or omissions in this RFP or any other documents provided by the City, the Company should immediately notify the City of such potential discrepancy in writing, and a written addendum may be issued if the City determines clarification necessary. Each Company requesting an interpretation will be responsible for submitting them.

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 interests of the City.

1.5. EXPENSE OF SUBMITTAL PREPARATION.

The City accepts no liability for the costs and expenses incurred by the Companies in responding to this RFP, in preparing responses for clarification, in attendance at interviews, participating in contract development sessions, or in meetings and presentations required for the contract approval process. Each Company that enters into the procurement process shall prepare the required materials and submittals at its own expense and with the express understanding that the Company cannot make any claims whatsoever for reimbursement from the City for the costs and expenses associated with the procurement process.

1.6. PROPOSAL CONDITIONS.

The following terms are applicable to this RFP and the Company's Proposal.

1.6.1. RFP Not An Offer.

This RFP does not constitute an offer by the City. No binding contract, obligation to negotiate, nor 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

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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 (PII)/Confidentiality.Definition.

Upon receipt at City Procurement, 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) "personal identification 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 and 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.

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.

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- 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 addenda.
- 1.6.7. Additional Evidence of Ability.**
Companies shall be prepared to present additional evidence of experience, qualifications, abilities, equipment, and facilities. The City reserves the right to request such information at any time during the Proposal evaluation period for this RFP.
- 1.6.8. 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.
- 1.6.9. 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 responses (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.
- 1.6.10. 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.
- 1.6.11. 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, national origin, or disability.
- 1.6.12. 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 proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.
- 1.6.13. 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.

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1.6.14. Withdrawal for Modification of Proposals.

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

1.6.15. 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.

1.6.16. 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 included in the Public Files on the Procurement Portal. 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 the Sample Contract. 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.

1.6.17. Fair Trade Certifications.

By submission of a Proposal, the Company certifies that in connection with this procurement:

- The prices 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 disclosed by the Company prior to the Proposal due date; and
- 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.

1.6.18. Company’s Obligation to Fully Inform Themselves.

Companies or their authorized representatives are expected to 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’ own risk.

1.6.19. 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:

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Recycled content	Recyclability
Reduced Packaging	Compostability
Durability	Take-back options
Energy Efficiency	Life Cycle Management
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.

1.6.20. 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.

Except as explicitly outlined in the Company's Proposal, the terms and conditions of the Contract entered into with the successful Company may be extended to other public entities that are or at any time in the future become members of the Charlotte Cooperative Purchasing Alliance ("CCPA"). Except as prohibited in the Proposal, and subject to the City and the successful Company entering into an administrative agreement that includes a fee payable to the City, members of CCPA will have the right to enter into contracts with the successful Company at the same prices, discounts, and other terms as are in the Company's Contract with the City.

If a member of CCPA decides to take advantage of this option, the Company must enter into a separate contract with that public entity and must deal directly with that public entity concerning 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 outlined in the City's Contract will need to make their legal determinations as to whether the use of this Contract is consistent with their laws, regulations, and other policies.

Each member of the CCPA has the option of executing a separate contract with the Company. Public entities may add terms and conditions to their proposed contract with the successful Company to the extent allowed or required by statute, ordinances, regulations, or policy. If such proposed additional terms are not acceptable to the successful Company, the Company may refuse to enter into a contract with such public entity.

The City of Charlotte shall not be held liable for any costs or damages incurred by any other public entity or the successful Company due to any contract or other arrangement between that public entity and the successful Company.

Section 2

Procurement Process

2. PROCUREMENT PROCESS.

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

2.1. SCHEDULE AND PROCESS.

The following chart shows the schedule of events to prepare the Company's Proposal. 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 27, 2026	<i>Issuance of RFP.</i> The City issues this RFP.
SEPTEMBER 10, 2026	<i>Submission of Written Questions Prior to Pre-Proposal Conference.</i> Companies are permitted to submit written questions, but only for purposes of clarifying this RFP. All submissions must be pursuant to the instructions in Section 2.2 by 2:00 p.m.
SEPTEMBER 16, 2026	<i>Non-Mandatory Pre-Proposal Conference</i> to be held via the link indicated in Section 2.3 at 2:00 p.m.
SEPTEMBER 23, 2026	<i>Submission of Written Questions After the Pre-Proposal Conference.</i> Questions are due by 2:00 p.m.
OCTOBER 14, 2026	<i>Proposal Submission.</i> Proposals are due by 2:00 p.m. via the Procurement Portal.
OCTOBER 15, 2026 – NOVEMBER 19, 2026	<i>Initial Evaluation.</i> The Evaluation Committee will assess each Proposal and conduct evaluation activities with Companies.
NOVEMBER 30, 2026 – DECEMBER 3, 2026	<i>Shortlist Notification.</i> Vendors who have been shortlisted and chosen to participate in the in-field evaluation will be notified.
DECEMBER 4, 2026 – DECEMBER 18, 2026	<i>In-Field Test Equipment Installation.</i> Shortlisted vendors will provide the test equipment that will be installed and tested
DECEMBER 19, 2026 – JANUARY 14, 2027	<i>Secondary Evaluation.</i> The Evaluation Committee will assess the data gathered during the in-field testing period.
February, 2027	<i>Contract Award by Council.</i>
March, 2027	<i>Services commence.</i> Company begins implementation.

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 **2:00 p.m. on SEPTEMBER 10, 2026.**

After the Pre-Proposal Conference, questions must be submitted in the Procurement Portal by the deadline stated in Section 2.1. In the case of questions not submitted by the deadline, the City will, based on the availability of time to research and communicate an answer, decide whether an answer can be given before the Proposal deadline. 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 **SEPTEMBER 16, 2026, at 2:00 p.m.** Meeting information is provided below:

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

To join via phone only - 872-256-4172 Conference ID: 154 009 705#

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 **OCTOBER 14, 2026, 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 any Company. 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 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.

2.6.1. Shortlisted Service Provider Equipment Demonstration.

As soon as practical after opening the Proposals, the City shall notify the Service Providers of any shortlisted Service Providers for further consideration and equipment demonstrations. If applicable, shortlisted Service Providers may also be required to respond to additional questions for clarification, and/or make presentations to the Evaluation Committee as detailed in Section 2

A) Sample Equipment, Software Access, and Field-Testing Requirements.

1. Sample equipment provided for testing and software access along with any literature, drawings or data that are necessary for the operation of the equipment and software shall be made available to the City within one (1) week of Service Providers' shortlist notification;
2. Shortlisted Service Providers shall submit three (3) samples of each proposed model and corresponding software access provided upon notification; Sample equipment must be clearly marked with name, make, model number, and Service Providers Name;

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3. Sample equipment and the corresponding software must be an exact and true representation of the actual proposed equipment and software that is offered in response to the RFP;
4. Sample equipment and software access shall be provided at no cost to the City for evaluation purposes;
5. A Service Providers contact shall be identified and made available to answer questions and assist in the proper set up of test equipment and software; and
6. At the completion of the City's field testing, Service Providers shall coordinate with the City Contact provided upon notification any return shipping of provided equipment samples. Any expenses related to shipment of samples shall be the full responsibility of the Service Providers.

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 three hundred sixty-five (365) 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 CCPA ELECTRONIC MONITORING SERVICES.

3.1. GENERAL SCOPE.

The Charlotte Mecklenburg Police Department (CMPD) requires an Electronic Monitoring System that provides pre-trial and post-conviction supervision and monitoring of court ordered adult and juvenile offenders. The solution should include but is not limited to:

- Monitoring Equipment, accessories and services;
- Equipment monitoring software;
- Installation including progress reports
- Maintenance, & support;
- Training
- An Electronic Monitoring Services facility(ies) within the United States
- Identification of offender(s) near a crime scene;
- Conduct real-time searches for offenders identified in exclusion zones;
- Export real-time location and offender data;
- Conform to the ISO 9000 standards; and
- Company hosted web-based global positioning satellite (GPS) electronic monitoring system with cellular technology.

3.2. CHARLOTTE COOPERATIVE PURCHASING ALLIANCE

Although this section reflects the needs and requirements of the City of Charlotte on behalf of CMPD, Participating Public Agencies of the Charlotte Cooperative Purchasing Alliance (CCPA) may have different requirements. Participating agencies may, at their sole discretion, request additional terms, conditions, or requirements specific to their procurement needs, which must be documented in a mutually agreed-upon addendum that applies only to the requesting agency and does not conflict with the Master Agreement. The Proposer agrees to comply with additional state, or local laws and policies of the individual Participating Public Agencies.

The Company shall submit a minimum of two (2) 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 Required Signature Page found in I. Pricing Worksheet, which can be located in the Supporting Documentation section of the procurement portal.

3.3. SYSTEM REQUIREMENTS

While the City is flexible with respect to certain elements of the Electronic Monitoring Services, the City has specific requirements and preferences as detailed in the Requirements Matrix.

3.3.1. GENERAL REQUIREMENTS

1. System shall allow for and accommodate an expansion of up to 1,500 devices or more
2. Tracking device shall be less than 10 ounces in weight.
3. System shall be installed easily without the usage of tools.
4. System shall be resistant to shock and vibrations.
5. System shall be enclosed in a durable plastic enclosure
6. System shall utilize reusable straps (if they have not been severed) with a variety of ankle sizes available.
7. System shall be colored brightly or have reflectors for easier location in dark for lost monitors.
8. System shall be FCC certified as evidenced by an issued FCC Number
9. System shall display a unique identification serial number

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10. System shall be waterproof to a depth of one meter for sixty (60) minutes, not just water resistant.
11. System shall be able to operate at -20 degrees to +60 degrees Celsius.
12. System shall incorporate a LED indicator for battery charging notification.
13. System shall notify software system of charging events (connected, disconnected and complete).
14. System shall have an intercom with a verbal alert
15. System shall be able to configure the electronic monitoring equipment by use of a laptop or desktop computer equipped with internet connection without any contact with the monitoring center or the manufacturer

3.3.2. DOMESTIC VIOLENCE EQUIPMENT SPECIFICATIONS

1. Shall have compatible victim tracking and notification device for domestic violence cases
2. Shall be compact enough to be easily concealed
3. Shall have a battery life that equals or exceed the offender tracking device.
4. Shall send notifications to the device and to the victim by text and phone call when the offender violates any inclusion or exclusion zone, violates and designated specified zone, if offender cuts off monitor or there is battery depletion to the device
5. Shall function properly even if in the vicinity of other tracking devices
6. Shall be able to detect and send alerts when a device is in the vicinity of another tracking device(s) that have been configured to alert when in the vicinity of other specific devices.
7. Shall store inclusion and exclusion zones locally on the device to enable notification of violations immediately.
8. Shall be able to configure ping rates according to City requirements when an offender is in a specific zone.

3.3.3. EQUIPMENT DATA STORAGE

1. Shall store at least three (3) days of data and preferably five (5) days of data on the tracking equipment in the event of cellular communication loss. Upon restoration of communication data shall be delivered in descending order.

3.3.4. EQUIPMENT SPECIFICATIONS FOR UN-AUTHORIZATION REMOVAL

1. Shall detect, record, and alert any unauthorized removal attempts when properly installed.
2. Shall utilize an internal fiber optic line which is capable of detecting, recording, and reporting a cut strap within five (5) second of occurrence

3.3.5. EQUIPMENT ALERTS - SHALL PROVIDE ALERTS OF THE FOLLOWING SCENARIOS AT A MINIMUM

1. Inclusion zone violations
2. Exclusionary zone violations
3. Low battery alarm
4. Loss of cellular communications
5. Loss of location data
6. Tamper attempts
7. Other Non-Compliant offender violations
8. Alerts can be configured based on CMPD requirements

9. All alerts are provided at “No” additional cost
10. System shall provide multiple automated alert notifications options

3.3.6. EQUIPMENT ALERTS - ALERT NOTIFICATIONS SHALL INCLUDE THE FOLLOWING INFORMATION

1. Monitored subject’s name
2. Date/Time
3. Last known location (Full Address)
4. Type of alert
5. Device serial number
6. Picture of monitored subject
7. Alert methods can be configured to be sent in a specific order and cascade as acknowledge based on CMPD requirements. Example: Alert notifications can be configured to alert in the following order: Text message, Phone call, Email, Mobile Application, etc. When a specific alert type is successful, alerts will stop. If alert methods are not successful, the system cascades through the hierarchy until one is acknowledged.
8. Shall have the ability to have one-way communication to the device using vibrations and tones. Offender can acknowledge the communication using the device functionality.
*Blinking lights are not considered an acceptable communication method.
*Functionality is provided at no additional cost.
9. Shall have the ability to have two-way communication to the device using cellular call, text, vibration, tones and other communication methods. Offender can acknowledge the communication using the device functionality.
*Blinking lights are not considered an acceptable communication method.
*Functionality is provided at no additional cost.

3.3.7. EQUIPMENT BATTERY LIFE

1. Shall have an internal battery life of a minimum of 24 hours with a collection rate of one point per minute and a transmission rate not to exceed every 30 minutes
2. Shall have an internal battery life of a minimum of 36 hours with a collection rate of one point per minute and a transmission rate not to exceed every 15 minutes
3. Low battery status notifications that are configurable based on a percentage defined by CMPD
4. Shall be capable of notifying the offender when the battery life reaches a low battery status
5. Shall have an audible tone and configurable vibration options as a minimum notification for an offender when battery life is low.
6. Shall generate notification to devices and to specified recipients via email and text alerts once device battery life reaches less than four hours of battery life.
7. Shall be capable of being charged in maximum of 120 minutes from a depleted battery status.
8. Shall retain and preserve all data if the battery is depleted.

3.3.8. EQUIPMENT COMMUNICATION ENCRYPTION

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1. Shall encrypt all communications to and from the device based on AES256 encryption standards.
1. Shall encrypt all communication to and from the mobile application, web application and web services using a minimum of AES 256 encryption.
2. Shall provide details of the encryption method.

3.3.9. EQUIPMENT COST

2. Shall provide the City with any upgraded equipment, software, and firmware as soon as it becomes available at no additional cost to the city.
3. Shall be responsible for all costs associated with the return of defective equipment.
4. Shall be responsible for standard shipping costs
5. Shall be responsible for overnight shipping costs
6. Shall provide a cost breakdown of all consumable equipment such as straps, attaching accessories, chargers, beacons, and any other equipment necessary to operate the system.
7. Shall provide a cost breakdown of any lost or damaged tracking devices.
8. Shall provide the City with a minimum of 20% of currently leased devices to hold in inventory at no additional cost. These devices will not count toward the City's allotment of shelf stock.
9. Shall provide a cost for devices stored as evidence in excess of the 30% of devices held in inventory.

3.3.10. ELECTRONIC MONITORING

1. Shall use GPS location technology.
2. Shall acquire GPS within two (2) minutes when placed in an outdoor environment.
3. Shall use a minimum of two (2) reliable cellular data services with sufficient coverage in the Charlotte area.
4. Shall have a secondary location technology to locate in impaired environments.
5. Shall have the ability to pair with a home beacon.
6. Shall provide a web-based application capable of setting different GPS gathering rates/intervals on a "per-device" basis if necessary.
7. Shall be programmable to vary the rate of GPS recording for various supervision levels during initial configuration and in real-time remotely to the device.
8. Shall be available 99.99% 24x7x365, unless approved for scheduled maintenance activities.

3.3.11. DATA AND DATA ACCESS FOR ELECTRONIC MONITORING

1. Data and data access shall be available 24/7
2. Shall provide access for supervising officers and approved local law enforcement to the monitoring data within 3 seconds of a ping, allowing supervising officers and approved local law enforcement access and the ability to view current data for investigative, compliance, and criminal behavior analysis of offenders.
3. Shall provide and maintain a web-service API, or provide data no less than every 4hrs in a .CSV or JSON format, to enable real-time access to offender monitoring information including location, violation alerts, inclusion zones, exclusion zones, and offender information. Fields at a minimum, are:
4. Offender Data:
 - Last Name

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- First Name
 - Date of Birth
 - EM System Offender ID
 - Address
 - Home Phone
 - Cell Phone
 - Work Phone
 - Contact Name
 - Relationship
 - Contact Address
 - Home Phone (Contact)
 - Cell Phone (Contact)
 - Work Phone (Contact)
 - CMPD Unique Identifier (PID) Tracking/Monitoring Data:
 - Last Name
 - First Name
 - Date of Birth
 - EM System Offender ID
 - CMPD Unique Identifier (PID)
 - Record Date/Time
 - ID (Need unique key for each record)
 - Nearest Address
 - Source
 - Longitude
 - Latitude
 - Accuracy
 - Speed
5. Shall be capable of collecting a location point every 60 seconds and upload tracking data every 60 seconds (active tracking of device).
 6. Shall provide and maintain a web-service API to enable real-time access to court data, or provide data no less than every 4hrs in a .CSV or JSON form, including:
 - Court Date (allow for multiple dates without causing a need for duplicate offender profile)
 - Court Room
 - Presiding Judge
 - Charges:
 - New Charges
 - Changes to Charges
 - Charges Removed
 - Charge Status
 - Charged As (Adult vs Juvenile)
 7. Audit history log for changes to all data.
 8. Restrict who can see juvenile data by role.
 9. Expunge Data in accordance with State, Federal, and Local requirements.
 10. Shall store all data related to monitors/monitored person/activities on the Company's Central Information System for a minimum of five years.

3.3.12. SUPPORT FOR ELECTRONIC MONITORING

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1. Shall provide live technical support 24/7 from a qualified technician located within the United States.

3.3.13. COSTS FOR ELECTRONIC MONITORING

1. Shall provide access to current monitoring data at no additional cost to the City.
2. Shall provide the city with live operator notifications for critical alert notifications such as tampers and exclusion zone violations at no additional cost to the city.

3.3.14. SOFTWARE SERVICES

1. Shall include mobile applications and a browser-based application for use on computers.
2. Shall have mobile applications for Apple and Android phones.
3. Shall have a mobile application capable of mapping, clearing alerts, offender profile access, and in-application tracking features for specific offenders

3.3.15. SOFTWARE SERVICES - SHALL HAVE DASHBOARD FEATURES THAT PROVIDE FOR EASY DATA ACCESS DISPLAYING THE FOLLOWING INFORMATION FOR A MONITORED PERSON:

1. Battery life status
2. Alert Status – Showing all active alerts
3. Category of Monitor (Robbery, Etc.)
4. Monitor Type (offender/victim)
5. Shall provide the city with unlimited user licenses for users of the offender tracking software at no additional cost to the city.
6. Shall provide ease of use for adding/deleting new employee(s) within the mobile application and browser-based application. Bulk loads and automated loads are preferable.
7. Shall provide ability to add offender notification to new CMPD users to all active offenders via select all functionality.
8. Shall provide ability to enter notes with no character limit on the primary subject screen and save in chronological order to enable creation of offender history with monitor assignments and charges.
9. Shall allow for entry of multiple types of phone numbers via drop down selection:
10. Multiple notes can be entered based on the date/time of entry creating a history of notes for an offender.
11. Shall not allow for deletion of historical notes created by users, unless logged in under administrator role.
12. Shall allow for a monitoring reason to be entered for each subject such as Priority-Murder, Priority- DV, etc.
13. Monitoring reason can be viewed on listings of offenders in the system.
14. Shall include device management/inventory controls within software.
15. Shall provide the ability to maintain a schedule of restrictions for the offender/monitored person for a minimum of two years in the future.

3.3.16. SOFTWARE MAPS

1. Shall provide aerial topography maps.
2. Shall update maps every 90 days at a minimum or allow the software application to be configured to use various map sources to include Google maps, Bing, etc.

3.3.17. ZONES AND TRACKING POINTS

1. Shall create unlimited inclusion and exclusion zones of various sizes and shapes with the software application.
2. Shall have the capability to create irregular shaped zones in the software.
3. Shall be capable of creating early warning (buffer) zones near exclusion zones.
4. Shall have the ability to build zones around devices to alert when devices are together or alert when they become separated for use with domestic violence and co-defendant no contact orders.
5. Shall have the ability to display zones and zone names on the mapping software.
6. Shall have capability of creating Travel Zones". Ex: Offenders may be given a specific route they may travel to work or home, etc.
7. Shall be capable of locations operating as both inclusion and exclusion zones based on time/date schedule.
8. Shall have a playback feature that displays tracking points in progression.
9. Shall provide the ability to display the accuracy level of the GPS location of the monitor on the screen in order for the user to gauge the accuracy of the tracking point listed.
10. Shall have the ability to distinguish between offenders and tracked victims.
11. Shall identify "dead zones" within our jurisdiction, where low-confidence data points have been observed with multiple offenders / devices (to aid in identifying offenders who may be tampering with devices).

3.3.18. SOFTWARE SECURITY

1. Shall provide definable/configurable log-in security capabilities and security roles.
2. Shall have role-based security features.
3. Shall provide backup server(s) not located in the same geographical area which is capable of providing full operations in the event of a disaster is Core Requirement.

3.3.19. RECORD RETENTION AND RELEASE

1. Shall provide a minimum of one (1) year of tracking data online (accessible through the web application and mobile application).
2. Shall provide a minimum of five (5) years of available historical data.

3.3.20. REPORTING

1. Shall have a web-based application with standard reports.

3.3.21. REPORTING - SHALL PROVIDE MINIMUM REPORTS NEEDED BY CMPD LISTED BELOW

1. Activity by configurable timeframe by location
2. Alert history
3. Offender violation history
4. Audit history log for device and system configuration changes.
5. Proximity Report
6. Offender trends such as areas frequented, etc.
7. Offender movement history in a visual format showing bread crumb trail of activity in playback mode.
8. Ability to export offender movement history to .mp4 or another standard video file format.

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9. Shall be capable of generating custom reports as Core Requirement by the City within 3 business days of a request.
10. Shall be capable of conducting proximity searching from within the mobile application.
11. Ability to flag low-confidence data points in proximity searches
12. Ability to identify and distinguish low-confidence data points caused by either offender tampering with device or offender being in a dead zone.
13. Run reports against offenders, charges, and cases including:
 - Current number of offenders subject to electronic monitoring
 - Current number of offenders subject to electronic monitoring, separated by age group
 - Counts of offenders subject to electronic monitoring, separated by date range, age group, and other demographic factors
 - Counts of offenders by offender status including active, inactive, in custody, court order received, pending court
 - Counts of active offenders separated by division, demographics, and charges
14. Allow for Crime Analysis to run custom reports against all data captured whether handled via ad-hoc SQL queries or structured SSRS reports, real time.
15. Capture data about persons, electronic monitoring cases, and pending charges as distinct data entities

3.4. COMPANY MINIMUM QUALIFICATIONS.

The Company shall:

1. Shall maintain a place of business within the United States.
2. Shall be an established manufacturer or authorized reseller with documentation from the manufacturer attesting to the status of the Company as a reseller of the electronic monitoring equipment offered.
3. Shall have a dedicated full-time account manager with a minimum of two (2) years electronic monitoring experience with the ability to travel to Charlotte upon reasonable request.
4. Shall provide, at no cost to the City, expert witness testimony for any criminal matter in support of electronic monitoring data, methodology and/or performance in legal proceedings when called upon or subpoenaed.
5. Shall be available to testify with a minimum of seven (7) days' notice.

3.5. FUNCTIONAL AND TECHNICAL REQUIREMENTS.

The Service Provider shall provide a response to how their solution(s) will support the service providers' requirements as well as the requirements listed in the Technical Requirements Matrix Form (Form K) as part of their proposal submission. Unless otherwise indicated as an optional requirement, the Company shall be required to meet all listed requirements with their proposed solution. The Technical Requirements Matrix file should be submitted with the proposal in an EXCEL formatted document.

3.6. CUSTOMER SERVICE REPRESENTATIVE.

The Company must dedicate a full-time "Account Executive" and a backup customer service representative to the City. The Account Executive must be available by cell phone during the Company's normal business hours. Additionally, a backup contact should be designated to ensure continuous communication (during after-hours or) in case the Account Executive is unreachable. All communication - whether by phone, email, or other methods - must be acknowledged within two (2) hours.

The Account Executive must be available to attend meetings regarding Electronic Monitoring issues upon request. They will provide immediate responses and quick resolution to all service-related issues and complaints from City personnel. The Account Executive must have in-depth knowledge of all Services and

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response times expected under the Contract. They must also have decision-making authority on behalf of their employer, enabling them to handle both routine and emergency services as necessary.

3.7. REPORTING REQUIREMENTS.

3.7.1. Progress Reports.

Throughout the development and implementation period, the Company will be required to prepare and submit weekly written reports to the City Project Manager. The weekly reports shall: Update the Project Plan indicating progress for each task; Identify and report the status of all tasks that have fallen behind schedule and the reason and cure period; Identify and summarize all risks and problems identified by the Company which may affect the Project; For each risk and problem, identify the action and person(s) responsible for mitigating the risk and resolving the problem; For each risk and problem identified, state the impact on the Project Plan; and Identify all changes in the Project Plan that affect personnel, equipment, facilities and resources of the City which will be required for the Company to perform the Services two (2) weeks in advance of the need.

3.8. REQUIREMENTS.

The Company shall address how their solution(s) will support the requirements included in the Requirements Matrix on the Procurement Portal. Unless otherwise indicated as an optional requirement, the Company shall be required to meet all listed requirements with their proposed solution.

- a) Technical Requirements.
- b) Functional Requirements.
- c) Requirements Specific to Application Packages.

Category	Requirement
General Architectural Requirements:	Application must be n-tier architecture, separating data, business logic, and presentation layers (at a minimum)
	Application modules that are part of the proposed product suite shall be extensions of a core product and not an aggregation of acquired products. This requirement applies to all application modules available, not just the ones proposed.
	Functionality shall be grouped around business processes and accessed via interoperable services
	Services shall be engineered to improve agility and to be generic and reusable
Data Layer Requirements:	Any disparate system components shall share related data to ensure consistency
	Application components shall share a single, common data model.
	Application components shall share a single, common database.
	Application shall have the ability to archive and purge data that has reached aging limits defined by the City
Reporting Requirements:	Data dictionary with table and field descriptions shall be available that can be used for internal custom report development
	A single, common data repository shall be available that internal reports can be developed against.
	Packaged reporting capabilities shall include imbedded report distribution management capabilities.
	In addition to built-in, packaged reporting, the application shall provide an ad-hoc reporting capability that is end-user friendly and can produce data exports for additional analysis within external tools such as Microsoft Excel.
Integration Requirements:	Application shall provide the ability to interact with other systems via flat files, staging tables, functionally oriented web services, and/or application programming interfaces (API's)
	All available integration channels shall be itemized and described in program documentation
	Application shall support external flat file import of historical data to accommodate migration of existing information into the system.
Application Configuration Requirements	The City shall have the option to adjust the behavior of application components to meet future business needs through direct manipulation of an explicit business process model, making design manageable by business users without the need for substantial IT support.

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	Vendor modifications / updates to the application shall be delivered via a consistent, pre-defined process that includes complete instructions on how modifications shall be applied to the City of Charlotte code environment.
Security Requirements Overview:	The City of Charlotte is committed to protecting its information resources from accidental or intentional intrusion. To accomplish this, the City will require Information Security features be included with software/hardware purchases, etc. (e.g. access permissions, encryption for restricted data and data that passes from trusted to untrusted networks, common authentication (Active Directory)). Please describe the security capabilities of the proposed technology, and your company's security procedures to include handling of electronic data, hard copy information, and employee security.
Security Requirements Detail:	Security-related patches to supported operating systems shall be supported by the application within two weeks of operating system patch release. If OS patch cannot be supported, mitigation steps must be provided.
	Application shall use windows login credentials for authentication
	Access levels shall be definable to restrict use of system level functions (such as user authorization), and to provide data access levels to restrict the use of data entry, data approval, data retrieval, data modification, database structure creation or modification functions.
	The server-side components of any Citizen-facing capability shall be able to be isolated and segregated from the rest of the server environment so additional security measures can be applied to it.
Operational Requirements:	Procedures and mechanisms for performing both online and offline application backups shall be available
	If the application requires any batch job processing, native scheduling and schedule management capabilities shall be provided
	Application monitoring and logging capabilities shall be available to report / alert on things like performance bottlenecks, failed/hung processes, communication failure, etc. Monitoring shall include all aspects of the solution environment, such as application server, database, and operating system.
	Application shall respond to any end-user requests within 4 seconds.
	Server mail notifications shall support SMTP according to specification FRC 2821.
Disaster Recovery Requirements:	The Service Provider must indicate the capability to recover from natural, human-caused, and electronic disasters (including security compromises) that could interrupt service to the City and the City's customers. The Service Provider will detail their solution to include:
	Procedures for off-site storage of information;
	Capabilities and availability of alternate processing, communications, and operations facilities;
	Plans for maintaining business processes, including communications with the City, the City's customers, and suppliers of goods and services.
	Estimated time to recover from disaster events, and service level expectations for business continuity following a disaster;
	Cost to the City, if any, for disaster recovery services; and
	A documented disaster recovery and business continuity plan, including dates of disaster recovery tests and schedule for future tests.
Additional Information:	Procedures for off-site storage of information.
	Itemization of all software required to run this application (server & client) shall be included within the proposal. Example: database server, application server, java, .net, compilers, runtime engines, etc. If there is a separate cost associated with supporting software, this fact shall be clearly noted in the proposal, and estimates of those costs shall be provided if possible.
	In addition to the above information submit a complete system architecture diagram showing all hardware recommended for the system. For each server or other hardware shown in the architecture diagram, provide complete recommended specifications.

3.9. EQUIPMENT (HARDWARE/SOFTWARE)

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. Proposed solutions must adhere to these where noted within the following:

- i. Appendix 1 - Technology Boilerplate, as provided herein; and
- ii. Form K. the Technology Requirements Matrix, found within the Procurement Portal.
- iii. Form J. ADA requirements Matrix, found within the Procurement Portal.

3.10. SERVICE ORIENTED ARCHITECTURE.

The City is implementing a Service Oriented Architecture and prefers new technologies that apply the following Service Oriented Architecture elements:

- The System groups functionality around business processes and provides access to this functionality via interoperable services;
- Supplied services are engineered to improve System agility and to be generic and reusable; and
- Disparate System components share related data to ensure consistency.

3.11. ADA TECHNOLOGY PROVISIONS.

The City requires that all technology including web and mobile applications, comply with all applicable Federal disabilities laws and regulations including, without limitation, the accessibility requirements of Sections 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794d); the Americans with Disabilities Act of 1990 (ADA), as amended (42 U.S.C. §12101 et seq); and the U.S. Department of Justice regulations, "Nondiscrimination on the Basis of Disability in State and Local Government Services", as amended (28 CFR Part 35). All digital components, including but not limited to, flyers, PDFs, web pages and mobile applications, must at a minimum comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

The Company shall address how its solution(s) meets and supports all ADA Requirements on Form J: ADA Requirements for Technology Procurements in the Procurement Portal.

3.12. SOURCE CODE ESCROW.

Depending on the nature of the procurement, the City may require the Company to deliver all Source Code for the Software to a source code escrow agent approved by the City. The City shall be given such Source Code under the conditions stated in the Source Code Escrow Agreement. The Company will be required to deliver the Source Code for all Customizations to the City prior to Acceptance. The Company will be required to deliver the Source Code for all Updates and Enhancements to Customizations to the City within ten (10) days after delivery of each Update and Enhancement. The City shall have the right to validate source code placed in escrow.

3.13. SECURITY REQUIREMENTS.

The City of Charlotte is committed to protecting its information resources from accidental or intentional intrusion. To accomplish this, the City will require Information Security features be included with software/hardware purchases, (e.g. access permissions, encryption for restricted data and data that passes from trusted to untrusted networks (FTP, RDP, telnet, etc.), common authentication (Active Directory)). Please describe the security capabilities of the proposed technology, and your company's security procedures to include handling of electronic data, hard copy information, and employee security. If the software/hardware will process credit cards, please include PCI and PA-DSS compliance letters. Specific Information Security procedures and standards can be supplied upon request.

3.14. SUPPORT AND MAINTENANCE.

Beginning on the Date of Acceptance and continuing throughout the term of the Contract the Software Provider shall provide to the City live technical support 24/7 from a qualified technician located within the United States, the Maintenance, Support, and/or Cloud Services as outlined in the Scope of Work and the Sample Contract.

3.15. TRAINING.

The City views training as a critical element of the Project.

- I. The Company shall schedule training classes and modules to align with appropriate phases of the Project and all training shall be conducted on-site at City facilities.
- II. The Training Plan must outline the content, sequence, and duration of each segment of each training session necessary in line with the Scope of this Project. Use and Operations, to thoroughly and comprehensively train City personnel to fully understand and independently utilize and operate the Equipment and System (the "Training Plan").
- III. Training materials and documentation is to be provided by the Company and to include:
 - Access to self-paced learning tools, such as recorded webinars, training modules, and an online knowledge base.
 - training materials (videos, user guides, FAQs) that City personnel can access anytime.

The cost of all training referenced in this Section must be included in the Proposal Pricing.

3.16. DISASTER RECOVERY.

In the event that a hosted solution is proposed, the Service Provider must indicate the capability to recover from natural, human-caused, and electronic disasters (including security compromises) that could interrupt service to the City and the City's customers. The Service Provider will detail their Backup and Disaster Plan for Electronic Monitoring per the requirements within Required Form O. Additional Service Provider Questions.

Section 4

Proposal Content and Format

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. The Proposal will be in the format described below:

- A. Cover letter;
- B. Executive Summary;
- C. Proposed Solution;
- D. Required Forms;
 - Form D. The "Proposal Submission Form";
 - Form E. The "References Form";
 - Form F. The "Certification Regarding Debarment, Suspension and Other Responsibility Matters";
 - Form G. The "Byrd Anti-Lobbying Certification";
 - Form H. The "Exceptions Form";
 - Form I. The "Pricing Worksheet";
 - Form J. The "Technology ADA Requirements";
 - Form K. The "Requirements Matrix" - Electronic Monitoring Services;
 - Form L. The "Additional Service Provider Questions";
 - Form M. The "CCPA Plan Certification"; and
 - Form N. The "DBE Program Form"
- E. The Questionnaires found in the Procurement Portal - "Company's Background Response & Additional Questions," "Cloud Questionnaire," & "City Hardware/Software Questionnaire";
- F. Acknowledgements;
- G. Exceptions to the Remainder of the RFP, including the Sample Contract. If you elect to take Exceptions to the RFP, including the Sample Contract, then you must upload a redlined version under the Acknowledgement Section in the Procurement Portal.

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:

- A. Provide the name, address, and telephone numbers of the Company along with the name, title, address, and telephone numbers of the executive that has the authority to contract with the City.
- B. Present the Company's understanding of the Project, a summary of the approach to be undertaken to perform the Services, as well as a summary of the costs to provide the Services.

Each Company shall make the following representations and warranty in its Proposal Cover Letter, the falsity of which might result in rejection of its Proposal: **"The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts."**

4.1.2. Executive Summary.

The Company shall submit an executive summary, which outlines its Proposal, including the proposed general management philosophy. The executive summary shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed Services. This section should highlight aspects of this Proposal, which make it superior or unique in addressing the needs of the City.

Section 4

Proposal Content and Format

4.1.3. 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. Following is a framework and questions to guide your organization's suggested solution. Please address the following as completely as possible. **If you wish to add supplemental information, it shall be labeled "Supplemental Information."**

4.1.3.1. Proposed Solution.

Proposed Solution should clearly explain how the Company's technology, equipment, and operational approach will meet the specific functional and performance requirements described in the Scope of Work in Section 3.

4.1.3.2. Process.

What steps will your organization take to ensure that the transition and/or implementation for the Project runs smoothly?

4.1.3.3. Implementation Plan.

The Company shall prepare and submit to the City for approval a comprehensive and detailed Implementation Plan, which describes in detail all tasks and resources associated with the implementation of CCPA Electronic Monitoring Services to the Company (the "Implementation Plan") with minimum disruption to the City's operations. The Implementation Plan is subject to the terms set forth in the Sample Contract for this RFP.

- a. Describe how your Company manages the implementation and testing process, including the roles of key project personnel.
- b. Describe what requirements the City must provide in order to house the proposed System.
- c. The Company shall describe and list a detailed acceptance test plan. Describe the criteria for assuring full system performance and outline how tests will be conducted to demonstrate proper installation.
- d. Describe the Company's plan for system administrator training.
- e. Describe the transition of CCPA Electronic Monitoring Services from the current Company to the Awarded Company.

4.1.3.4. Project Plan.

Prepare and submit a Project Plan (preferably in MS Project format) to describe, to the best of your ability, all times, tasks and resources associated with the performance of Services. The Project Plan is subject to the terms set forth in the Sample Contract for this RFP.

4.1.3.5. Training Plan.

The Company shall submit a preliminary Training Plan that shall outline the content, sequence and duration of each segment of each training session necessary to thoroughly and comprehensively train City personnel to fully utilize the System (the "Training Plan").

The Training Plan will outline all subjects necessary to train City staff to fully understand **and utilize all user functions of the System, and to train the designated "trainers" to effectively train other City personnel to fully understand and utilize the user functions of such software on the System.**

The Training Plan shall require the Company to provide the operator training and comprehensive "train the trainer" training for the numbers of City designated personnel; the Company will schedule the training classes and modules according to their appropriate phase of the Project.

The Training Plan must take into account classroom resources and personnel scheduling.

Section 4

Proposal Content and Format

The Training Plan must include written description of the types of the precise training classes that will be conducted, the number of persons that can be trained in each session, and the total number of hours required for each person to be trained.

All training will be conducted on-site in City facilities.

The cost of all training referenced in this Section must be included in the Proposal Pricing.

4.1.3.6. Disaster Recovery.

In the event that a hosted solution is proposed, the Company must indicate the capability to recover from natural, human-caused, and electronic disasters (including security compromises) that could interrupt service to the City and the City's customers. The Company will detail their solution to include:

- Procedures for off-site storage of information;
- Capabilities and availability of alternate processing, communications, and operations facilities;
- Plans for maintaining business processes, including communications with the City, the City's customers, and suppliers of goods and services.
- Estimated time to recover from disaster events, and service level expectations for business continuity following a disaster;
- Cost to the City, if any, for disaster recovery services; and
- A documented disaster recovery and business continuity plan, including dates of disaster recovery tests and schedule for future tests.

4.1.4. Required Forms.

To be deemed responsive to this RFP, Companies must complete all Required Forms listed in this Section 4, Forms D – N, and in the Requested Information section on the Procurement Portal, to include the below:

4.1.4.1. Form I. Pricing Worksheet (Pricing Response)

The City is requesting a firm fixed price Contract for three (3) years plus pricing for contract extensions. Pricing **MUST** include all aspects of the Project. Please use the Pricing Worksheet (Pricing Response) on the Procurement Portal to submit your proposed pricing.

The Company shall provide a fixed price Proposal, which shall be paralleled to a Milestone Payment Plan to be negotiated with the awarded vendor. The Milestone Payment Plan shall be in direct correlation with the Project Plan submitted by the Company.

4.1.4.2. Form K. Requirements Matrix.

The Company shall submit a response to the Requirements Matrix found in the Procurement Portal.

4.1.5. Acknowledgements.

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

4.1.6. 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 Attachment C. Sample Contract, then you must upload a redlined version under the Acknowledgement Section in the Procurement Portal. If exceptions are not identified by way of an uploaded redline version, then they may not be considered during Contract negotiation and could result in 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 of 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 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 and Experience;
- B. Proposed Solution and Approach;
- C. Cost Effectiveness and Value;
- D. CCPA Plan Certification;
- E. Acceptance of the Terms of the Contract.
- F. Interviews and Demonstrations;
- G. Equipment Field Testing Results;

5.1. QUALIFICATIONS AND EXPERIENCE.

Companies will be evaluated based upon their understanding, experience and qualifications in performing the same or substantially similar Services, as reflected by its experience in performing such Services. The evaluation will include references regarding work for organizations with needs similar to the City's, and the feasibility of the Company's approach for the provision of the Services.

5.2. PROPOSED SOLUTION AND APPROACH.

Companies will be evaluated based on their proposed solution and approach of the Project, including the solution and approach of all items listed within Section 3 of this RFP.

5.3. 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.

5.4. CCPA PLAN CERTIFICATION.

The City is committed to supporting the CCPA and making high-quality contract opportunities available to Participating Public Agencies. Service Providers will be evaluated on the information provided in Attachment P regarding their CCPA Plan Certification.

5.5. 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. 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 1.6.18 and 4.1.6 of this RFP.

5.6. INTERVIEWS AND DEMONSTRATIONS

An initial evaluation of Proposals received will determine the shortlist of technologies for interviews & demonstrations and equipment field testing. The City will determine the schedule for interviews & demonstrations and equipment field testing for each shortlisted vendor. The Company's proposed solution will be evaluated in part on the presentation and/or demonstration provided to the City's Project Team, including user experience, functionality, ability to integrate effectively (if applicable), security, or other considerations

5.7. EQUIPMENT FIELD TESTING RESULTS.

Service providers will be evaluated on the equipment and software criteria, as detailed below:

- Equipment battery life;
- Duration of time to fully charge battery(ies);
- Equipment tampering responsiveness;
- Equipment tracking accuracy and coverage;
- Software connectivity and equipment ping times / delays in data uploads;
- Reporting capabilities; and
- Alerting capabilities (Software and Equipment).

APPENDIX 1 - TECHNOLOGY BOILERPLATE

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. Proposed solutions must adhere to these as noted in the “*Technology Category*” column of the following table except where prohibited by NC law. In the remaining cases, adherence is preferred, but not required. 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 adhere to the current city-supported versions and will need to request those version updates from the city.

TECHNOLOGY CATEGORY	CURRENT ARCHITECTURE SUMMARY	TARGET ARCHITECTURE (WHERE DIFFERENT)
TELEPHONY		
Telephony	• AT&T POTS analog lines • Cisco • True Image Interactive (TII) IVR (Formerly GetAbby) Centrex • PepLink Hosted SIP Phone solution	• Cloud VoIP
Call Recording System	• Eventide • Verint • Cisco • OneCloud	• Eventide • Verint
Mobile Device Services	• 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	• Apple iOS version 14.5 or higher • Google Pixel 6 & above for Android
NETWORKING		
Network Cabling *Standards Apply/Adherence Required	• CAT6e or better • Corning fiber optic	• CAT6 Plenum rated Systimax • Panduit or equivalent
Network Hardware *Standards Apply/Adherence Required	• Cisco Systems Hardware and Software systems including all portions of their Borderless Networking, Collaboration, Data Center and Virtualization product lines, Extreme Networks • Extreme Networks	• Aruba Network products • Extreme Networks
Multiple Domains	• 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.	• Microsoft 2016 Active Directory or higher • Single Enterprise Forest
Network Communication Protocol (<i>standards apply</i>)	• IP, current protocol is IPv4, but new equipment should support IPv6	• New technologies should support both IPv4 and IPv6

TECHNOLOGY CATEGORY	CURRENT ARCHITECTURE SUMMARY	TARGET ARCHITECTURE (WHERE DIFFERENT)
Wi-Fi	• 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	• Wi-Fi enabled systems should support 802.11 ac protocols • Aruba • Extreme Networks • EAP-TLS
Desktop Computing *Standards Apply/Adherence Required	• Dell OptiPlex • Precision • Latitude • Panasonic Toughbook • Hewlett Packard • Macbooks • NEC/Technovare (OPS only)	• Dell OptiPlex • Precision • Latitude • Panasonic Toughbook
Video Management / Cameras	• QVMS (CATS VMS “Video Management System”) • Qognify – NiceVision • Axis • Hanwha Techwin • Genetec 5.12 • FUSUS • NexView • Verint • Victor by American Dynamics	• Not older than 2 versions behind the current
Digital Displays	• Dell • NEC P series • NEC UN series (zero-bezel video wall) • Sharp • Samsung • LG • Smart Board	• NEC P series • NEC UN series (zero-bezel video wall)
DATA CENTER		
Server Hardware *Standards Apply/Adherence Required	• Dell PowerEdge series • HP ProLiant • Dell/EMC VxRail • Nutanix hyperconverged clusters	• Dell PowerEdge Series • HP ProLiant • Dell/EMC VxRail • Nutanix hyperconverged clusters
Server Operating Systemse *Standards Apply/Adherence Required	• Windows Server 2016 and above • Red Hat 7 • Oracle VM Server release 3.0+ and above at current patch level • Suse Linux	• Windows Server 2019 or 2022 • Red Hat 8 • Suse Linux • Preferred last OS version 1+ years in production

TECHNOLOGY CATEGORY	CURRENT ARCHITECTURE SUMMARY	TARGET ARCHITECTURE (WHERE DIFFERENT)
Virtual Operating Environments *Standards Apply/Adherence Required	• Servers ○ VMware ESXi • Workstation Virtual Desktops – Microsoft Hyper-V/RDS system ○ 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)	• All servers will be Vmware VMs except VDI/RDS. • VDI/RDS: ○ Microsoft Hyper-V ○ RDS Published Applications
Enterprise Storage	• EMC PowerStore FC SAN • EMC PowerVault • EMC Isilon NAS • Cohesity • StoneFly NAS • HPE SAN	• EMC PowerStore FC SAN • EMC PowerVault • EMC Isilon NAS • Cohesity • StoneFly NAS • HPE SAN
Backup/Data Protection Software	• Cohesity	• Cohesity
Backup Hardware	• Cohesity	• Cohesity
DATA		
Database Systems *Standards Apply/Adherence Required	• MS SQL Server 2016 • MS SQL Server 2017 • MS SQL Server 2019 • MS SQL Server 2022 • Oracle Database Server 19c and above	• MS SQL Server 2022 • Oracle 19c and later • Postgres 13.x and later • MariaDB 11.4
ETL/Data Mapping Services/Data Warehousing	• SQL Server Integration Services • SQL Server Analysis Services • WhereScape (RED, 3D and Data Vault Express) • R • Python • PowerShell	• Preferred last version 1+ years in production
Business Intelligence / Data Visualization	• Tableau • Excel • Microsoft SQL Reporting Services (SSRS) • Esri’s Insights	• Varies per use : Contact Innovation & Data before agreeing to contract.
Reporting Services	• Business Objects • Crystal • COGNOS • Oracle Reports • Microsoft SQL Server Reporting Services (SSRS) • Tableau Enterprise	• SQL Server Reporting Services 2017 and later • Tableau Enterprise Server 2021.1

TECHNOLOGY CATEGORY	CURRENT ARCHITECTURE SUMMARY	TARGET ARCHITECTURE (WHERE DIFFERENT)
Application Servers	.NET Framework - Oracle WebLogic - Red Hat JBoss Enterprise Application Platform (version 7.2+)	.NET Framework 4.5.2
APPLICATION		
Web Servers	Microsoft Internet Information Services (IIS) versions 8.0,8.5, and 10.0 - Standard is to use what's included in Microsoft OS.	IIS – Ver 8.0, 8.5 and 10.0
Application Languages	- MS VB.NET - ASP.NET - MVC - C#.NET - PL/SQL - JSP - JavaScript - Java J2EE	- C#.NET Core - React - React Native - Python
Enterprise Integration Platform	- Microsoft BizTalk 2016 - Apache Active MQ .NET Framework - Dell Boomi	- Apache Active MQ 5.15+ .NET Framework 4.5.2
Desktop Operating System *Standards Apply/Adherence Required	- Windows 10 Enterprise 21H2 and above, - Windows 10 Enterprise LTSC - MacOS 12 (Monterey) and above	Windows 10 Enterprise
Application Client *Standards Apply/Adherence Required	- 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.	- Microsoft Edge Chromium - Google Chrome.
Portal Services	Microsoft Office SharePoint Services	Microsoft Office 365 Version 2102 (Build 13801.20808 click-to-run or higher)
Geospatial Platform *Standards Apply/Adherence Required	- 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)	- 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

TECHNOLOGY CATEGORY	CURRENT ARCHITECTURE SUMMARY	TARGET ARCHITECTURE (WHERE DIFFERENT)
E-mail Services *Standards Apply/Adherence Required	- 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)	- Exchange Online - Email Security Gateway
Business Productivity *Standards Apply/Adherence Required	MS Office 365 version 2102 (Build 13801.20808 click-to-run or higher)	MS Office 365 – local install
Scanning software	- Kofax 10 - OnBase scanning module	OnBase scanning module
Cloud Storage & Sharing	- Dropbox - box Drive - OneDrive	Microsoft OneDrive (Moving to Office 365)
Document Viewers	- Adobe Acrobat Pro DC 2021 (Individually licensed by department though Asset management team) - BlueBeam v21 or Higher	Adobe Acrobat Pro DC
Workstation Fax	- Efax - desktop faxing solution inbound with user assigned DID's - Efax - Web portal for outbound faxing (where required)	Efax cloud faxing services
Kiosks Management Software	Kioware Kiosk Shell for Windows 10	
Application Packaging	Microsoft Endpoint Connection Manager with Client Management Gateway for Internet Connected Assets not on City LAN	
DATA PROTECTION		
Security *Standards Apply/Adherence Required	- 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.	SAML SSO authentication via Okta
Endpoint Security	- SentinelOne Agent - Qualys Cloud Agent - Windows Firewall - Cisco IronPort (Edge protection for in-bound email)	
Privileged Remote Access	BeyondTrust PRA.	

TECHNOLOGY CATEGORY	CURRENT ARCHITECTURE SUMMARY	TARGET ARCHITECTURE (WHERE DIFFERENT)
Firewalls / Compensating Controls	Please coordinate with City of Charlotte Cyber Security for specific compensating controls used.	Cloud WAF/AWS Hosted Firewalls

In addition to the standards and preferences included in the above table, one of the factors that the city will consider in procuring new hardware or software is the number of changes that will be required to existing City systems. The fewer the changes the better. It is also preferred that new software use architectures (e.g.: Database and reporting solutions) building upon or compliant with those already implemented at the City. Similarly, where system integration is required, new software installation should include the implementation of these interfaces, and the Service Provider should identify means of minimizing any changes to the systems being interfaced with.

Appendix 2 - Participating Public Agencies		
Name of Agency	City	State
City of Charlotte	Charlotte	NC
TOWN OF HOLLY SPRINGS	HOLLY SPRINGS	NC
Town of Morehead City	Morehead City	NC
Brunswick County, North Carolina	Bolivia	NC
Holly Springs Police Department	Holly Springs	NC
Dillon County	DILLON	SC
Dayton Public Schools	Dayton	OH
COUNTY OF DILLON	DILLON	SC
Hempstead Village Police Department	Hempstead	NY
Millington Municipal School District	Millington, TN	SD
City of Goldsboro	Goldsboro	NC
Wayne County Sheriff's Office	Loa	UT
City of Salisbury	Salisbury	NC
Town of Huntersville	Huntersville	NC
Fairfax County Public Schools	Falls Church	VA
Eye Candy Digital Video, LLC	Shawboro	NC
Danville Public Schools	Danville	VA
Go Smart Energy Inc	Charlotte	NC
City of Jacksonville	Jacksonville	NC
Read's Uniforms	Asheville	NC
United Rentals	Raleigh	NC
Orange142, A Direct Digital Holdings Company	Austin	TX
City of Santa Barbara	Santa Barbara	CA
Ciniva	NORFOLK	VA
ansar malik	High Point	NC
Town of Chapel Hill	Chapel Hill	NC
Lee County Council	Bishopville	SC
Loaves&Fishes/Friendship Trays	Charlotte	NC
Mountain Island Charter School	Mt. Holly	NC
James Sprunt Community College	Kenansville	NC
Durham County	Durham	NC
Winston-Salem Fire Department	WINSTON SALEM, NC	NC
Tri-Development Center of Aiken County, Inc.	Aiken	SC
Lee County Council on Aging	BISHOPVILLE	SC
City of Cape Coral	CAPE CORAL	FL
Bethlehem Community Fire and Rescue Inc.	TAYLORSVILLE	NC
Second Harvest Food Bank of Metrolina	CHARLOTTE	NC
Lincoln Charter School	Denver	NC
Town of Fuquay-Varina	Fuquay-Varina	NC

Newport News Public Schools	NEWPORT NEWS	VA
Morehead City Police Department	Morehead City	NC
Kernersville Police Department	Kernersville	NC
Cameron County	Brownsville	TX
Cameron County	Brownsville	TX
Town of Lamar	LAMAR	SC
Town of Ludlow	LUDLOW	MA
City of Roanoke	ROANOKE	VA
District School Board of Pasco County (FL)	Land O Lakes	FL
City of Durham	Durham	NC
Edgefield County Government	Edgefield	SC
County of Darlington, SC	DARLINGTON	SC
Allen Volunteer Fire Department INC.	Concord	NC
County of Lexington	Lexington	SC
County of Iredell	Statesville	NC
Union County	Monroe	NC
Lenoir-Rhyne University	Hickory	NC
County of Kenosha	Kenosha	WI
Gateway Community College	Hartford	CT
Edgefield Co. Water & Sewer Authority	Edgefield	SC
Pineville Police Department	PINEVILLE	NC
Sardis Timmons ville Fire Dept	TIMMONSVILLE	SC
Town of Dracut, MA	TOWN OF DRACUT	MA
County of Rutherford	Rutherfordton	NC
Rutherford County Government	Murfreesboro	TN
City of Hendersonville	Hendersonville	NC
Nash County	Nashville	NC
County of Currituck, North Carolina	Currituck	NC
City of Lawrenceville	Lawrenceville	GA
Southern Shores Police Department	Southern Shores	NC
Jackson County Public Schools	Sylva	NC
City of Fort Walton Beach	Fort Walton Beach	FL
City of Sunny Isles Beach	Sunny Isles Beach	FL
Fairfield County Council	Winnsboro	SC
Jones County Department of Social Services	Trenton	NC
Town of Nashville	Nashville	NC
City of New Bedford, MA	NEW BEDFORD	MA
Town of Yarmouth	south Yarmouth	MA
City of Foley	Foley	AL
Vance-Granville Community College	Henderson	NC
City of Wilson	Wilson	NC

Hillsborough County Public Schools	TAMPA	FL
Prince William County Public Schools	Manassas	VA
New Haven Police Department	New Haven	CT
Shelby County Community Corrections	Columbiana	AL
City of Darlington	Darlington	SC
City of Greenville, SC	GREENVILLE	SC
City of Florence, SC	Florence	SC
Lenoir County	KINSTON	NC
Catawba County Government	Newton	NC
Pitt County Sheriff's Office	Greenville	NC
City of Raleigh	20	NC
Niskayuna Central School District	Niskayuna	NY
Town of Newport	Newport	NC
County of Culpeper	Culpeper	VA
Virginia Beach EMS Department	Virginia Beach	VA
CITY OF NEW ROCHELLE	NEW ROCHELLE	NY
Nashville Police Department	Nashville	NC
TOWN OF YADKINVILLE	YADKINVILLE	NC
Fairfield County Council	Winnsboro	SC
Botetourt County	Fincastle	VA
Ulster County	Kingston	NY
Dayton Public Schools	DAYTON	OH
City of Roanoke	Roanoke	VA
North Carolina State University	Raleigh	NC
City of Loris	Loris	SC
Milwaukee County, WI	Milwaukee	WI
Waterbury Police Department	Waterbury	CT
Albany County, NY	ALBANY	NY
City of Vallejo Fire Department	VALLEJO	CA
Town of Barnstable	Hyannis	MA
Moraine Park Technical College	Fond du Lac	WI
Clarendon County	Manning	SC
Aiken County Government	Aiken	SC
Limelight	Charlotte	NC
Franklin County Ohio	Columbus	OH
City of Lake City	Lake City	FL
test	Charlotte	NC
Georgetown County Water and Sewer District	Georgetown	SC
Town of Madison	Madison	NC
Aberdeen Police Department	ABERDEEN	NC
Central Connecticut State University	New Britain	CT

Town of Knightdale	Knightdale	NC
City of Salisbury	Salisbury	NC
County of Marion	Marion	SC
Chattanooga Housing Authority	Chattanooga	TN
Orangeburg County	Orangeburg	SC
Yadkinville Police	Yadkinville	NC
RDU Airport Authority	Morrisville	NC
Charleston County Procurement	North Charleston	SC
Buncombe County, NC	ASHEVILLE	NC
Town of Nashville	Nashville	NC
City of Marion	Marion	SC
TOWN OF AYNOR	AYNOR	SC
Town of Pamplico	PAMPLICO	SC
Durham Emergency Management	Durham	NC
County of Durham NC	Durham	NC
Town of Apex	Apex	NC
Durham County	Durham	NC
Sky Valley - Scaly Mountain Volunteer Fire & Rescue Department Incorporated	Scaly Mountain	NC
Suburban Bus Division of RTA, Pace	Arlington Heights	IL
Town of Reading	READING	MA
City of Myrtle Beach	Myrtle Beach	SC
Catawba County Government	Newton	NC
Catawb County	HICKORY	NC
Forsyth Tech Community College	Winston Salem	NC
City of Statesville Police Department	Statesville	NC
City of Stamford	Stamford	CT
City of Stamford (CT)	Stamford	CT
Hillsborough County Sheriffs Office	Tampa	FL
East Gaston Volunteer Fire Department Inc	Mount Holly	NC
Catawba County	Newton	NC
City of Kinston	Kinston	NC
Town of Mt Pleasant	Mt Pleasant	NC
Kent State University	Kent	OH
City of Statesville Fire Department	Statesville	NC
STatesville Police Department	Statesville	NC
Onslow Water & Sewer Authority	Jacksonville	NC
Atlanta Public Schools	Altanta	GA
Chatham FD	Chatham	VA
James Clty County	Williamsburg	VA
County of Taney, State of Missouri	Forsyth	MO

City of Vancouver	VANCOUVER	WA
Horry County Government	Conway	SC
Pineville Fire Department	Pineville	NC
Oakboro Rural Volunteer Fire Department	Oakboro	NC
HorryCounty Government	Conway	SC
City of Greensboro	Greensboro	NC
City of Chesapeake	Chesapeake	VA
County of Duplin	Kenansville	NC
City of New Rochelle	New Rochelle	NY
City of Suffolk	Suffolk	VA
Darlington County	Darlington	SC
Statesville fire department	Hiddenite	NC
Community Access	New York	NY
Ranlo Police Deptartment	Gastonia	NC
Scituate Police Department	Scituate	MA
Anson County Sheriff's Office	Wadesboro	NC
Wayne County Airport Authority	Detroit	MI
Lake Stevens Fire	Lake Stevens	WA
Durham Housing Authority	DURHAM	NC
Prince George's County Government	Largo	MD
City of Henderson	Henderson	NV
City of Mullins	Mullins	SC
Prince George's County	Largo	MD
City of Fairfax, VA	Fairfax	VA
Town of Framingham	Framingham	MA
Norfolk Police Department and Fire-Rescue	Norfolk	VA
Richland County School District One	COLUMBIA	SC
Town of Southern Pines Police Department	Southern Pines	NC
Cumberland County Schools	Fayetteville	NC
Cleveland Community College	Shelby	NC
City of Danville, VA	Danville	VA
County of Columbus	Whiteville	NC
The Maryland National Capital Park & Planning Commission	Riverdale	MD
City of Greer	Greer	SC
Washington Metropolitan Area Transit Authority	Washington	DC
Valdese Fire Department	Valdese	NC
Cumberland County Finance	Fayetteville	NC
Brunswick County Schools	wilmington	NC
Calvert County Government	Prince Frederick	MD
Town of Waynesville	Waynesville	NC

Rockingham County Sheriff's Office	REIDSVILLE	NC
Atwell Township Vol. Fire Department	China Grove	NC
Bunnell Police Department	Bunnell	FL
New Kent County Sheriff's Office	New Kent	VA
Old Ford Volunteer Fire Department	Washington	NC
Whiteville Fire Department	Whiteville	NC
Town of Elon	Elon	NC
Mecklenburg County	Charlotte	NC
Gaston County Schools	Gastonia	NC
City of Fort Worth	Fort Worth	TX
City of Fort Worth	Fort Worth	TX
Huntersville Police Department	Huntersville	NC
County of Mecklenburg, Virginia	Boydton	VA
City of High Point	High Point	NC
Boger City Volunteer Fire Department Inc.	Lincolnton	NC
Metropolitan Sewerage District	Asheville	NC
City Of Havelock	Havelock	NC
Cumberland County Sheriff's Office	Fayetteville	NC
Union Volunteer Fire Dept	VALE	NC
Chesapeake Fire Department	Chesapeake	VA
New Kent Fire-Rescue	New Kent	VA
Clay County	Liberty	MO
Ranlo Fire and Rescue, Inc.	Gastonia	NC
Housing Authority City of Durham	Durham	NC
Hanover County	Hanover	VA
George Mason University	Fairfax	VA
Waxhaw Vol Fire Department	Waxhaw	NC
Odell Fire Rescue	Concord	NC
Lowell Volunteer Fire Department	Lowell	NC
City of Newton Police	Newton	NC
City of Eustis	Eustis	FL
City of Fairfax, VA	Fairfax	VA
Oakboro Police Department	Oakboro	NC
san mateo county transit district	SAN CARLOS	CA
Statesville Police Department	Statesville	NC
UNC School of the Arts	Winston Salem	NC
Davidson County Emergency Services	Lexington	NC
Town of Culpeper	Culpeper	VA
County of Davidson NC	Lexington	NC
Solid Waste Authority of Palm Beach County	West Palm Beach	FL
Wesley Chapel Fire Department	Wesley Chapel	NC

The University of Tennessee	Knoxville	TN
Garrett County Goverment	Oakland	MD
Ulah Volunteer Fire Department	Asheboro	NC
County of Union	Monroe	NC
NC State Ports	Wilmington	NC
City of Lumberton	Lumberton	NC
Town of Fort Mill	Fort Mill	SC
County of Fairfax, Virginia	Fairfax	VA
Durham County Sheriff's Office	Durham	NC
Town of Unioville Vol Fire Dept	Monroe	NC
Icard Township Fire Rescue Inc.	Hildebran	NC
Town of Marana	Tucson	AZ
Climax Fire Department	Climax	NC
Charlotte Regional Visitors Authority	Charlotte	NC
NC Dept of Public Instruction - NCCAT	Cullowhee	NC
Ore Bank Pumpkin Center Volunteer Fire Department Inc.	Denver	NC
Randolph County	Asheboro	NC
Brunswick County Schools, BOE	Bolivia	NC
City of Newport News	NEWPORT NEWS	VA
County of Wake	Raleigh	NC
Town of Troutman	Troutman	NC
Southeastern Community College	Whiteville	NC
Cold Water Voulnteer Fire Department Inc	Concord	NC
Horry County Government	Conway	SC
Union VFD	Vale	NC
scotch Irish Fire Dept	Woodleaf	NC
Smith Grove Fire Department	Advance	NC
Sunset Beach Police Department	Sunset Beach	NC
Mitchell Community College	Statesville	NC
Cumberland County Health Department	Fayetteville	NC
Davie County EMS	Mocksville	NC
city of Greenville	Greenville	SC
Cherokee Springs Fire District	Chesnee	SC
Gaston County Fleet Maintenance	Gastonia	NC
Cabarrus County	Concord	NC
City of Fayetteville	Fayetteville	NC
City of Portsmouth	Portsmouth	VA
Town of Selma	SELMA	NC
Spindale Police	Spindale	NC
Roanoke City Public Schools	Roanoke	VA

Dinwiddie County	DINWIDDIE	VA
Ansonville Fire Department	Ansonville	NC
Asheboro Fire Department	Asheboro	NC
Miami Dade County	Doral	FL
Elna B. Spaulding Conflict Resolution Center	DURHAM	NC
Town of Davidson Fire Department	Davidson	NC
Cape Fear Public Utility Authority	Wilmington	NC
County of Moore	Carthage	NC
County of Lexington, Fleet Services	Lexington	SC
Community College	Henderson	NC
City of Concord	Concord	NC
Partners Behavioral Health Management	Gastonia	NC
Wake County Government	Raleigh	NC
Locke Township Fire Department	Salisbury	NC
County of Rockland	pomona	NY
South Piedmont Community College	Polkton	NC
University of North Carolina at Chapel Hill	Chapel Hill	NC
Guilford Technical Community College	Jamestown	NC
Town of Herndon Virginia	Herndon	VA
Moore County	Carthage	NC
Dobson Police Department	Dobson	NC
City of Spartanburg	Spartanburg	SC
SCOTLAND COUNTY GOVERNMENT	LAURINBURG	NC
Mount Eagle College and University	Winston Salem	NC
City of Roxboro	Roxboro	NC
Onslow County Schools	Jacksonville	NC
Buffalo-Mt. Pisgah Fire Dept	Kershaw	SC
Sherrills Ford-Terrell Fire/Rescue	Sherrills Ford	NC
Town of Morehead City	Morehead City	NC
Mecklenburg County Government	Charlotte	NC
Stanly County Sheriff's Office	ALBEMARLE	NC
Lancaster County	lancaster	SC
Horry County Government	Conway	SC
Mitchell Community College	Statesville	NC
Town of Landis	Landis	NC
town of lillington fire department	lillington	NC
China Grove Police Department	China Grove	NC
Horry County Fire and Rescue	Conway	SC
Yadkin Valley Volunteer Fire-Rescue Department, Inc.	Patterson	NC
City of West Columbia	WEST COLUMBIA	SC

Appalachian District Health Department	Boone	NC
Town of Christiansburg	Christiansburg	VA
City of Charleston	Charleston	SC
Alamance County Govt	Graham	NC
Albemarle Regional Health Services	Elizabeth City	NC
Beaufort County Health Department	Washington	NC
County of Rowan	Salisbury	NC
Alexander County	Taylorsville	NC
Charlotte-Mecklenburg Schools	Charlotte	NC
Rowan County	Salisbury	NC
Locust Police Department	Locust	NC
Oakboro Police	Oakboro	NC
Halifax County Public Health System	Halifax	NC
Catawba County Government	NEWTON	NC
norwood police dept	norwood	NC
M-NCPPC - Montgomery Parks and Planning	Silver Spring	MD
Alamance County Dept. of Social Services	Burlington	NC
Alliance Behavioral Healthcare	Durham	NC
Park Ridge Health	Hendersonville	NC
Granite Quarry Fire Department	Granite Quarry	NC
City of Kannapolis	Kannapolis	NC
Oconee County	Walhalla	SC
Burton Fire District	Beaufort	SC
Town of Stanley Fire Department	Stanley	NC
Atlantic Beach Police Department	Atlantic Beach	NC
Spring Hope Police Department	Spring Hope	NC
Gaston County Schools	Gastonia	NC
Woodleaf Volunteer Fire Dept., Inc.	Woodleaf	NC
County of Lexington, SC	Lexington	SC
Cape Fear Community College	Wilmington	NC
Kure Beach Police Dept.	Kure Beach	NC
City of Monroe	Monroe	NC
County of Harnett	Lillington	NC
West End Fire and Rescue	West End	NC
Mitchell County Schools	BAKERSVILLE	NC
Village of Misenheimer	Misenheimer	NC
Agriculture Center Vol. Fire Department	Bessemer City	NC
Woodleaf Fire	Woodleaf	NC
Woodleaf Fire Department	Woodleaf	NC
West Mecklenburg Volunter Fire Department	Charlotte	NC
West Yadkin Volunteer Fire Dept INC	Hamptonville	NC

Ash-Rand Rescue & EMS, Inc	Asheboro	NC
CITY OF NORTH MYRTLE BEACH	NORTH MYRTLE BEACH	SC
Chapel Hill PD	Chapel Hill	NC
Town of Fuquay-Varina	Fuquay-Varina	NC
Alamance County Sheriff's Office	Graham	NC
Ranlo Fire & Rescue	Gastonia	NC
Public Library of Charlotte and Mecklenburg County	Charlotte	NC
Beaufort Cty Dept of Airports	Hilton Head Island	SC
Town of Weaverville	Weaverville	NC
City of Gastonia	Gastonia	NC
Stoneville Police Department	Stoneville	NC
Brunswick County Emergency Services	Bolivia	NC
Town of Winterville	Winterville	NC
City of Raeford	Raeford	NC
Town of Maiden Fire Department	Maiden	NC
East Gaston Volunteer Fire Department	Mt. Holly	NC
New Hope Fire Department	Belmont	NC
Town of Pineville	Pineville	NC
Transylvania County	Brevard	NC
County of Gloucester	Gloucester	VA
City of Morganton	Morganton	NC
Fairview Rural Fire Department	APEX	NC
City of Mount Airy Fire Department	Mt. Airy	NC
Mount Mourne VFD	Mount Mourne	NC
Town of Mayodan	Mayodan	NC
Garrett Stonesifer	Linville	NC
Salisbury Police Department	Salisbury	NC
Guilford County Government	Greensboro	NC
Mint Hill Fire Department	Mint hlll	NC
Meckklenburg County Sheriff Office	Charlotte	NC
BLAIRS FIRE AND RESCUE	BLAIRS	VA
Bakers Volunteer Fire Department	Monroe	NC
North Carolina Retired Governmental Employees' Association	Raleigh	NC
Cherryville Police Department	Cherryville	NC
ONSLOW COUNTY SHERRIF'S OFFICE	JACKSONVILLE	NC
Town of Pineville	Pineville	NC
Town of Lake Lure	Lake Lure	NC
City of Clinton	Clinton	NC
Brunswick County Schools	Bolivia	NC

City of Marion	Marion	NC
New Hanover County Health Department	Wilmington	NC
Catawba County Sheriff's Office	Newton	NC
Spotsylvania County Government	Spotsylvania	VA
Town of Nags Head	Nags Head	NC
Burke County Sheriff's Office	Morganton	NC
COUNTY OF BURKE	MORGANTON	NC
Wesley Chapel Fire Department	Waxhaw	NC
Prince William County Public Schools	Manassas	VA
New Hanover County Health Dept.	Wilmington	NC
County of Wilkes	Wilkesboro	NC
Leland Police Department	Leland	NC
Chief James Flynn	Denver	NC
Henderson County	Hendersonville	NC
West Rowan Fire Department	Mount Ulla	NC
City of Raleigh	Raleigh	NC
City of Raleigh	Raleigh	NC
Yadkinville Volunteer Fire Department	YADKINVILLE	NC
Forbush Volunteer Fire Department, Inc.	Yadkinville	NC
Town of kenersville	Kenersville	NC
Hope Haven, Inc	Charlotte	NC
Onslow County Purchasing Warehouse	Jacksonville	NC
City of Durham Fire Department	Durham	NC
Wayne County Office of Emergency Services	GOLDSBORO	NC
Union Fire Department	Vale	NC
Hemby Bridge Fire Department	Indian Trail	NC
Bandys fire & rescue	CATAWBA	NC
Let Me Run	Charlotte	NC
City of Hickory	Hickory	NC
TOWN OF KERNERSVILLE	KERNERSVILLE	NC
Iredell County	STATESVILLE	NC
New Hope Volunteer Fire Department	Belmont	NC
Howards Creek Fire Dept	Lincolinton	NC
New Hanover County Sheriff's Office	Castle Hayne	NC
City of Clinton	Clinton	NC
Canon Fire Dept	Canon	GA
Huntersville Fire Dept	Huntersville	NC
Fayetteville Fire Department	Fayetteville	NC
City of Concord Department of Fire and Life Safety	Concord	NC
City of Brevard Fire Department	Brevard	NC
Nags Head Fire Rescue	NAGS HEAD	NC

Town of Hope Mills	Hope Mills	NC
City of Hendersonville	Hendersonville	NC
Edneyville Fire Rescue	Hendersonville	NC
Town of Mooresville	Mooresville	NC
Forsyth County Fire Department	Winston-Salem	NC
Eden Fire Department	Eden	NC
Columbus County Sheriff's Office	Whiteville	NC
Onslow County Purchasing Dept	Jacksonville	NC
City of Raleigh	Raleigh	NC
City of San Diego	San Diego	CA
Pitt Community College	Winterville	NC
City of Danville	Danville	VA
Virginia Retirement System	Richmond	VA
Florence County	Florence	SC
City of Jacksonville, Police Department	Jacksonville	NC
Cornelius-Lemley Fire Rescue	cornelius	NC
Wake Forest Police Department	Wake Forest	NC
Biscoe Police Department	Biscoe	NC
Moore County Sheriff's Office	Carthage	NC
Town of Surfside Beach	Surfside Beach	SC
Tarboro Police Department	Tarboro	NC
Village of Pinehurst	Pinehurst	NC
Cleveland Community College	Shelby	NC
City of Beckley	Beckley	WV
Rockingham Co Sheriff's Office	Wentworth	NC
Lee County	SANFORD	NC
Yadkinville Police Department	Yadkinville	NC
Lewisville Fire Department	Lewisville	NC
City of Statesville	Statesville	NC
Wilson's Mills Police Department	Wilsons Mills	NC
City of Statesville	Statesville	NC
City of Asheville	Asheville	NC
Town of Matthews	Matthews	NC
Mint Hill Police Department	Mint Hill	NC
Town of Matthews	MATTHEWS	NC
Town of Clayton	Clayton	NC
Union County	Monroe	NC
Town of Cary Police	Cary	NC
Town of Carrboro	Carrboro	NC
Cleveland Community Vol Fire Department, Inc.	Cleveland	NC
St. Joseph County	Centreville	MI

Spring Hill Fire Department	Spring Hill	TN
Rolesville Police Department	Rolesville	NC
Collins VFD	Comer	GA
Granite Falls Police Department	Granite Falls	NC
City of Wilson	Wilson	NC
Randleman Police Department	Randleman	NC
Mint Hill Police Department	Mint Hill	NC
Foxfire Village Police Department	Foxfire Village	NC
Whispering Pines Police Department	Whispering Pines	NC
Robinson Vol.Fire Dept.	Charlotte	NC
City of Raleigh	Raleigh	NC
Garner Police Department	Garner	NC
County of Georgetown, SC	Georgetown	SC
Allen Volunteer Fire Department, Inc.	Concord	NC
City of Mt. Juliet	Mount Juliet	TN
Cumberland County	Fayetteville	NC
City of Conover	Conover	NC
Elono Fire Rescue	Elon	NC
NEW HANOVER COUNTY	WILMINGTON	NC
Polkton Police Department	Polkton	NC
Spencer PD/Town of Spencer	Spencer	NC
East Bend Police Dept.	East Bend	NC
Police Department	Bessemer City	NC
Guilford Technical Community College	Jamestown	NC
Craven County Government	New Bern	NC
Town of Morrisville	Morrisville	NC
Town of Nashville	Nashville	NC
Homer Volunteer Fire Department	Homer	GA
Wears Valley Volunteer Fire Department	Sevierville	TN
Beeson Crossroads Fire and Rescue	Kernersville	NC
Lexington Police Department	Lexington	NC
Rabun County Board of Commissioners	Clayton	GA
Wildcat VFD	Clarkesville	GA
Kernersville Fire Rescue Department	Kernersville	NC
Brunswick Community College	Supply	NC
Gastonia Police Department	Gastonia	NC
Lancaster County Fire Service/Lancaster County	Lancaster	SC
Montgomery County Emergency Services	Troy	NC
Iredell County	Statesville	NC
Town of Christiansburg	Christiansburg	VA
San Joaquin County	Stockton	CA

Montgomery County Sheriff's Office	Troy	NC
Rockingham County Fire Marshal Office	Wentworth	NC
City of Kings Mountain	Kings Mountain	NC
Edgecombe County Public Schools	Tarboro	NC
Town of Indian Trail	Indian Trail	NC
Hope Haven,. Inc.	Charlotte	NC
Town of Mt. Pleasant	Mt. Pleasant	NC
Alleghany County	Covington	VA
Franklinville Fire Department	Franklinville	NC
County of Rowan	Salisbury	NC
Town of Apex	Apex	NC
Stallings Fire Department	Indian Trail	NC
Town Of Denton	Denton	NC
Whitsett Fire Department	Whitsett	NC
CITY OF WINSTON-SALEM	WINSTON-SLAEM	NC
City of Fairfax	Fairfax	VA
City of Burlington, NC	BURLINGTON	NC
Town of Mooresville	Mooresville	NC
Archdale Police Department	Archdale	NC
Fairfax County VA	Fairfax	VA
Town of Boone Police Department	Boone	NC
George Hildebran Fire Rescue	Connelly Springs	NC
Concord Police Department	Concord	NC
County of Wilkes	Wilkesboro	NC
Town of Oak Island	Oak Island	NC
Blowing Rock Fire & Rescue	Blowing Rock	NC
Town of Wake Forest	Wake Forest	NC
Warren County	Warrenton	NC
Town of Harrisburg Fire Department	Harrisburg	NC
City of Wilmington	WILMINGTON	NC
City of Asheboro	Asheboro	NC
Lexington Police Department	Lexington	NC
Catawba County Schools	Newton	NC
Randolph County	Asheboro	NC
Town of N. Wilkesboro Police Department	North Wilkesboro	NC
Huntersville PD	Huntersville	NC
Richmond County Schools	Hamlet	NC
Onslow County	Jacksonville	NC
New Hanover County Government	Wilmington	NC
Davie County Sheriff Office	Mocksville	NC
Guilford County Government	Greensboro	NC

N C Wesleyan College	Rocky Mount	NC
Federal Bureau of Investigation	Charlotte	NC
Silk Hope Volunteer Fire Department	Siler City	NC
City of Charlotte Regional Visitors Authority	Charlotte	NC
Valley Hill Fire & Rescue	Hendersonville	NC
Guilford County Department of Social Services	Greensboro	NC
Town of Granite Falls	Granite Falls	NC
Spotsylvania County	Spotsylvania	VA
Maysville fire and ems	maysville	NC
Mocksville Fire	Mocksville	NC
Sunset Beach Fire Department	Sunset Beach	NC
Champion Vol. Fire Department inc.	Wilkesboro	NC
Huntersville Fire Department	Huntersville	NC
Campbell County Public Safety	Rustburg	VA
Mulberry Fairplains Fire Rescue	North Wilkesboro	NC
Wittenburg Vol. Fire Department	Taylorsville	NC
City of Franklin, TN	Franklin	TN
City of Claremont Fire Department	Claremont	NC
Ware Shoals Fire Department	Ware Shoals	SC
Belews Creek Volunteer Fire and Rescue Department	Belews Creek	NC
Town of South Boston	South Boston	VA
Conover Fire Department	Conover	NC
Martinsville Fire & EMS	Martinsville	VA
Pilot Fire Department	Thomasville	NC
Water and Sewer Authority of Cabarrus County	Concord	NC
Boone Fire Department	Boone	NC
Caldwell County	Lenoir	NC
Alamance County	Graham	NC
City of Greenville	Greenville	NC
Public Works Commission	Fayetteville	NC
town of matthews	matthews	NC
Idlewild Volunteer Fire Department	Matthews	NC
Marshville Police Department	Marshville	NC
Arlington Fire & Rescue Inc.	JONESVILLE	NC
Collettsville Volunteer Fire & Rescue	Collettsville	NC
Town Of Matthews	Matthews	NC
Welcome Fire Department	Lexington	NC
Hudson Fire Department	Hudson	NC
Wesley Chapel VFD	Waxhaw	NC
Hope Mills Fire Department	Hope Mills	NC

Nations Ford Community Church	CHARLOTTE	NC
Calvary Christian Church of the Apostolic Faith	Charlotte	NC
COC	CLT	NC
Johnson C. Smith University	Concord	NC
The Well Zone	Rock Hill	SC
Mecklenburg County - BSSA - Asset and Facility Management	CHARLOTTE	NC
Matthews Fire and EMS	Matthews	NC
Cherokee Springs Fire Department	Chesnee	SC
Bethlehem Community Fire and Rescue Inc.	Taylorsville	NC
Town of Waxhaw	Waxhaw	NC
City of Henderson Fire Department	Henderson	NC
City of Salisbury	Salisbury	NC
Cramerton Fire Department	cramerton	NC
Duncan Fire Dept.	Duncan	SC
Catawba Fire Department	Catawba	NC
The Durham Center	Durham	NC
The Durham Center	Durham	NC
town of hope mills	Hope Mills	NC
City of High Point	High Point	NC
Town of Southern Pines	Southern Pines	NC
HAYWOOD COUNTY GOVERNMENT	WAYNESVILLE	NC
City of Albemarle	Albemarle	NC
Caldwell County Sheriff's Office	Lenoir	NC
City of Concord	Concord	NC
Town of Cary	Cary	NC
Wilson County	Wilson	NC
City of King	King	NC
Butner Public Safety	Butner	NC
City of Jacksonville Fire Department	Jacksonville	NC
Health Guidance Center	Charlotte	NC
Union Cross Fire Department	Kernersville	NC
Municiple Fire Department	Rural Hall	NC
Nags Head Fire Rescue	Nags Head	NC
Town of Waynesville	Waynesville	NC
Town of Waynesville	Waynesville	NC
City of Laurinburg Fire Department	Laurinburg	NC
Polk County	COLUMBUS	NC
Cherokee County	Murphy	NC
Mecklenburg County	Charlotte	NC
RANDOLPH COUNTY GOVERNMENT	Asheboro	NC

Village of Wesley Chapel	Monroe	NC
Gaston County	Gastonia	NC
City of Asheville	Asheville	NC
Salisbury Community Development Corporation	Salisbury	NC
Town of Knightdale	Knightdale	NC
Alamance Community College	Graham	NC
Wake County Public School System	Raleigh	NC
City of Jacksonville	Jacksonville	NC
Town of Wilkesboro	Wilkesboro	NC
	CHARLOTTE	NC
Limelight Solutions	Charlotte	NC
Summerfield Fire District, Inc.	Summerfield	NC
Catawba County	Newton	NC
New Hanover County Health & Human Services	Salt Lake City	UT
City of Spartanburg	Spartanburg	SC
Union Volunteer Fire Department	Reepsville	NC
City of Raleigh		NC
Town of Wilkesboro	Wilkesboro	NC
Davidson County Emergency Services	Lexington	NC
City of Raleigh	Raleigh	NC
City of Goodyear	Goodyear	AZ
Town of Taylorsville	Taylorsville	NC
Greater Asheville Regional Airport Authority	Fletcher	NC
Brunswick Regional Water & Sewer H2GO	Leland	NC
Rolesville Police Department	Rolesville	NC
Town of Longmeadow / Longmeadow Public Schools	Longmeadow	MA
Union County Government	Monroe	NC
Town of Mooresville	Mooresville	NC
NEW HANOVER COUNTY	Wilmington	NC
Fairfield County Council	Winnsboro	SC
New Kent County Sheriff's Office	New Kent	VA
Clarendon County, SC	Manning	SC
Town of Wendell	Wendell	NC
Moraine Park Technical College	Fond Du Lac	WI
City of Victorville	Victorville	CA
York County	Yorktown	VA
County of Clinton	Plattsburgh	NY
Holly Springs Police Department	Holly Springs	NC
Brunswick Regional Water & Sewer H2GO	Leland	NC
Gaston County	Gastonia	NC

City of Charlottesville	Charlottesville	VA
Town of Matthew	Matthews	NC
Gaston County Police Dept.	Gastonia	NC
City of Reidsville	Morehead	KY
City of Washington	Washington	NC
Guilford County	Greensboro	NC
Town of Kernersville	Kernersville	NC
Holly Springs Police Department	Holly Springs	NC
cumberland county	Buffalo	OK
Ridgeway Volunteer Fire Department	Ridgeway	NC
Office of the Commonwealth's Attorney for Arlington County and the City of Falls Church, VA	Arlington	VA
RALEIGH DURHAM AIRPORT AUTHORITY	Morrisville	NC
Town of Leland	Leland	NC
Lee County Government	Sanford	NC
Pender County Government	Burgaw	NC
Town of Chapel Hill	Chapel Hill	NC
Pender County	Burgaw	NC