Oak Ridge Police Department

Public Safety Software RFP

Issue Date: October 31, 2013

Issued By: Oak Ridge Police Department
P. O. Box 1
Oak Ridge, TN 37831

Schedule of Events

Event	Date
Vendor questions submitted by email at lmajeski@oakridgetn.gov	November 8, 2013 by 12pm EST
Proposal due	November 14, 2013 by 2:00pm EST
Vendor proposal recommended for approval	November 21, 2013
Final preparation for approval	November 22, 2013
Approval of proposed vendor	December 9, 2013

Table of Contents

General Overview

Request for Proposals

The Oak Ridge Police Department (ORPD) invites qualified public safety software vendors to submit responses to this Request for Proposals (RFP). The agency will use the information to purchase software that best meets the agency's needs. We are seeking an enterprise software solution that maintains required compliance and exemplifies our standard of professionalism. This software must also allow for electronically redacted reports to be viewed off-site by the local media and prosecutorial authorities as necessary.

The following table provides specific information about the agency and community served:

Description	Details
Population served	29,320
Number of sworn officers	61
Total number of full-time employees (sworn and non-sworn)	78
Maximum number of concurrent users	30
Average number of concurrent users	30
Number of full dispatch stations	4
Total number of dispatchers (this number is included in both the sworn and non-sworn employee counts)	8
Number of dispatchers typically on-call per shift	2
Number of Public Safety Answering Points (PSAP)	1
Number of police agencies dispatched	1
Number of mobile units	50
Number of RMS data entry stations	78

Agency Contact

All communication regarding this RFP shall be directed to the following agency contact:

Lyn Majeski
City of Oak Ridge
P.O. Box 1
Oak Ridge, TN 37831
865-220-1819
lmajeski@oakridgetn.gov

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

Proposal Submission

- Submit two printed copies by mail
- Submit one electronic copy in form of CD media or flash drive by mail
- A response to all questions is required.
- Bids cannot be withdrawn or corrected after submission.
- Proposals must be submitted in a sealed box or envelope to the address below.

To:	In Person or By Overnight Delivery	Regular Mail
	Attn: Lyn Majeski	Attn: Lyn Majeski
	Finance Department	Finance Department
	City of Oak Ridge	City of Oak Ridge
	100 Woodbury Lane	P.O. Box 1
	Oak Ridge, TN 37830	Oak Ridge, TN 37831-0001

- Proposal package must be labeled as follows:
  Project name
  Vendor name
- The vendor is responsible for all costs incurred in the preparation, demonstration, or negotiation of this proposal.
- The agency reserves the right to award the project to the vendor with either the lowest or the best bid, in whole or in part.

Proposal Format

Vendors must organize their proposals in the following format:

- Letter of Transmittal
- Table of Contents
- Executive Summary
- Proposal Questionnaire (RFP Section 1.)
- Functional Specifications (RFP Section 2.)
- Pricing (RFP Section 3.)
- Attachments

Evaluation Criteria

The agency will consider the following in its evaluation:

- Proposal response
- Software capabilities
- Company profile
- Proposed services
- Warranty, maintenance, and support
- Pricing

1. Proposal Questionnaire

1.1. Vendor Background

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

1. Provide a brief company history, including total number of customers and years in business.

2. Does the vendor develop, sell, or support any software other than public safety software? If so, describe.

3. What percentage of vendor employees are dedicated to public safety software versus public sector software and/or other private sector business interests?

4. List any technology certifications the vendor holds. For example, identify whether the vendor is a Microsoft® Certified Solutions Partner.

5. How many agencies are currently using the vendor’s public safety software?

6. How many current public safety agencies have used the vendor’s software for 10 years, 15 years, and 20 years, respectively?

7. Has the vendor ever been party to a buy-out, merger, or company acquisition? If so, explain.

8. Has the company or any company employee ever been named in litigation or arbitration related to the company’s products or services? If so, explain.

1.2. Vendor References

Provide at least ten (10) references that are currently using a system similar to the proposed solution. At least five (5) of these references must be customers who have used the system for five years or more. References from a similar geographic area will receive special consideration.

Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
- Years using system
- Programs/modules in use

1.3. System Overview

1. In the table below, enter the name of the vendor providing each module or service in your proposed solution. The information should reflect any third party vendors proposed for this project.

Module/Service	Vendor
CAD software	
RMS software	
Mobile software	
Mapping software	
Project management	
Training	
Software maintenance and support	
Fire Mobile	
Firehouse interface	

2. Provide a detailed overview of the proposed system.

3. Do all system modules query a single database? Describe the internal interface between proposed modules.

4. Describe the system's customization capabilities.

5. Can agency administrators easily establish security privileges and permissions within the system? If so, please describe.

6. Can the system create both preformatted and ad hoc reports? Describe the system's reporting capabilities.

7. Describe the system's imaging capabilities including how users capture, store, and use media.

8. Can users attach all types of media files to an individual record (e.g., image, sound, and video files)? Can attachments be opened in their native formats?

9. Does the proposed solution include link analysis functionality that connects all record types associated with a case? If so, describe.

10. Describe vendor capabilities to perform data exchanges using the National Information Exchange Model (NIEM) standards and web services.

11. Describe additional servers that may be required and licenses needed for ESRI map integration to CAD or other modules.

12. Please describe your ability to utilize virtual servers with VMware.

1.4. System Requirements

1. Describe the system's minimum networking requirements.

2. What is the mobile client's bandwidth requirement minimum?

3. How many servers will be required to operate the proposed system? Describe the purpose of each proposed server.

4. Using the table below, provide server hardware specifications. Repeat the table for each proposed server.

Server Recommendations	
Number of Concurrent Users Supported	
System Information	
Operating System	
Processors	
# of Processors @ Speed	
Memory	
Total Memory	
Storage	
Type	
Speed	
RAID levels supported	
Capacity	
Redundant server options	
Network Adapters	
Number of Ports	
Speed	

5. Provide the recommended specifications for user workstations.

Non-Dispatch Workstations	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Dispatch Workstations	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Mobile Laptops	
Operating Systems	
Processor	
Memory	
Wireless network	
Screen resolution (pixels)	
Screen size	
Hard disk space	
Additional applications/ software	

1.5. Implementation

1. Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.

2. Include the resume of the project manager assigned to this opportunity. Note whether the project manager is Project Management Professional (PMP) certified.

3. Provide a project organization chart.

4. What tools are employed by the implementation team to collaborate with the agency regarding project milestones?

5. Describe the vendor's training services.

6. Does the vendor provide a practice database that utilizes the agency's data? If so, describe.

7. Describe all training documentation and instructional support available to the agency.

8. Has the vendor ever completed an implementation after the deadline or exceeded the agreed budget? If so, describe.

9. Has the vendor ever failed to complete an implementation? If so, describe.

10. Attach an implementation timeline that outlines specific milestones and deliverables.

1.6. User Licenses

1. Describe the proposed licensing structure (user, concurrent, etc.).

2. Provide the following information for each proposed component that requires a license. Add rows as needed.

Licensed Component or Module	License Type (user, concurrent, etc.)	# of Proposed Licenses

3. As the agency expands, will there ever be any additional charges for workstation licenses?

4. Using agency-defined privileges, will the agency be able to grant unlimited view-only licenses to outside departments, such as the District Attorney's Office?

1.7. Warranty, Maintenance, and Support

Warranty

1. What is the length of the warranty? When does the warranty begin?

2. Does the warranty include both maintenance and support services?

3. By contract will you agree to maintain the Oak Ridge Police Department's TIBRS compliance?

Maintenance

4. Are there any costs associated with system updates, enhancements, and bug fixes? If so, describe.

5. Does the vendor provide a clearly defined process for customers to influence product enhancements? If so, describe.

6. Will the agency be required to update their system when a new enhancement is released?

7. When an enhancement becomes available, if the agency elects to retain a previous release, how long will the vendor provide maintenance for that release?

8. Does the vendor preserve agency customizations to the system during the enhancement process free of charge?

9. Will migrations from server of old data to new OS incur additional costs of professional services

Support

10. Provide a copy of the vendor's standard support agreement.

11. What percentage of the support staff is dedicated solely to public safety software?

12. Describe the account management resources available to the agency.

13. Describe the vendor's standard support services.

14. For telephone support, provide the following information:
    - Does the vendor provide 24-hour support?
    - What is the vendor's average support call duration?
    - What is the vendor's average time to resolve issues?
    - What is the vendor's first-call resolution percentage?

15. Does the vendor provide an online educational database? If so, describe.

2. Functional Specifications

Complete the following tables by selecting the correct column (**Y / N / M**) for each requirement. If additional explanation is required, information may be included in the comments column.

Y **Yes** – The proposed software meets or exceeds the requirement.

N **No** – The proposed software cannot meet the requirement.

M **Modification** – The software must be modified in order to meet the requirement. Provide estimated costs and proposed delivery date.

2.1. System Overview

2.1.1. General System Specifications					
Description		Y	N	M	Comments
1.	Are all system modules integrated through one central database to maximize information sharing and reduce redundant entry?				
2.	Can system modules be added, licensed, and implemented separately as needed?				
3.	Is the software developed to run using either a Windows-based operating system or a UNIX-based operating system?				
4.	Is the system ODBC-compliant?				
5.	Can system interfaces meet the National Information Exchange Model (NIEM) principles for data sharing and integration with other systems?				
6.	Does the system include an N-DEx IEPD compliant interface?				
7.	Does the proposed solution include a screen for administrators to oversee all system modules?				
8.	Can users view changes to code tables without logging out of the system?				
9.	Can users operate the system using function keys, a command line, and mouse point-and-click operations?				
10.	Can the agency hide fields in the system without the need for vendor assistance?				
11.	Can the agency create templates for narrative fields on any screen?				
12.	Does the system include narrative fields of virtually unlimited length?				
13.	Does the system provide spell check for narratives?				

2.1.1. General System Specifications

	Description	Y	N	M	Comments
14.	Does the system provide cut, copy, and paste functionality?				
	For Agency Use Only Column Total:				
	Total Table Score:				

2.1.2. System Queries

	Description	Y	N	M	Comments
1.	Can users search any field, on any screen, in any order?				
2.	Can searches be performed directly within the data entry screens, without the need for a separate search application or window?				
3.	Can users search using the following criteria:				
4.	– none				
5.	– equal to				
6.	– not equal to				
7.	– less than				
8.	– greater than				
9.	– between (date/time, day of week, etc.)				
10.	Can users search any field with wildcard characters?				
11.	Does the system provide Soundex search capabilities?				
12.	Does the system allow search criteria to be non-case sensitive?				
13.	Can users search multiple criteria within the same table or search combined criteria across multiple tables?				
14.	Can users expand or refine a search with additional criteria?				
15.	Can the system display a list of all records matching the search criteria?				
16.	Can users create a new search based on previous search criteria?				
	For Agency Use Only Column Total:				
	Total Table Score:				

2.1.3. Reporting

	Description	Y	N	M	Comments
1.	Does the system offer at least 2,000 preformatted reports?				
2.	Can the preformatted reports include data from multiple tables?				
3.	Can users easily define or limit the information included in a report?				
4.	Can users create and save a report format, defining the applicable table, fields, column titles, etc.?				
5.	Can users create ad hoc reports using third party report writers, such as Microsoft Office and Crystal Reports?				
6.	Can the system create UCR and NIBRS reports?				
7.	Can users schedule recurring reports to run at user-defined times and dates?				
8.	Can users output reports in various formats such as PDF and HTML?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.1.4. Security

	Description	Y	N	M	Comments
1.	Can the agency define security on world, agency, group, and individual levels for all screens within the system?				
2.	Can user access be defined per screen, record, field, and function (view, add, modify, delete, etc.)?				
3.	Does the system allow multiple agencies to share the host server yet partition data to limit access to sensitive information?				
4.	Can users be assigned to one primary group and multiple secondary groups? For example, a patrol shift supervisor might be assigned to a primary patrol group and to a secondary supervisor group given additional privileges.				
5.	Can the agency track how users access tables, including which records have been printed, searched, viewed, added, and deleted?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.1.5. Messaging and Chat

	Description	Y	N	M	Comments
1.	Does the system provide messaging and real-time chat capability?				
2.	Can users add customized external links directly to the home messaging screen (for example, to a city intranet site)?				
3.	Can users establish custom messaging groups for an agency or zone?				
4.	Does the message center display a summary of alerts, state/NCIC/local returns, approvals, and report assignments?				
5.	Can users view the status of personnel (online or offline)?				
6.	Can Be On the Lookout (BOLO) and Attempt to Locate (ATL) notices scroll along the bottom of the screen until expired or deleted?				
7.	Can BOLO and ATL notices be sent as instant messages?				
8.	Can users set the expiration date and time for outgoing alerts (for example, BOLOs)?				
9.	Does the system retain a searchable record of all instant messages?				
For Agency Use Only	**Column Total:**				
	Total Table Score:				

2.2. Core Integration

2.2.1. Names					
Description		Y	N	M	Comments
1.	Is a central names table used for all names entered into the system? A names table accommodates an individual, business, or group of names.				
2.	Can name records be accessed from all system modules without the need to re-enter search criteria?				
3.	Can users view any records linked to a name, such as an incident or vehicle record?				
4.	Can users capture the following information regarding an individual in the name record:				
5.	— name and address				
6.	— home and work phones				
7.	— date of birth				
8.	— place of birth				
9.	— adult/juvenile				
10.	— physical description				
11.	— social security number				
12.	— driver license				
13.	— school				
14.	— emergency contact				
15.	— relationships				
16.	— employment				
17.	— state ID number				
18.	— FBI ID number				
19.	— user-defined ID numbers				
20.	Can users attach media to a name record, such as images, audio, and video?				
21.	Does the system maintain a history of all past addresses, telephone numbers, and name changes?				
22.	Can users search a name record using a variety of criteria, including:				
23.	— partial name				
24.	— address				
25.	— social security number				
26.	— date of birth				
27.	— sex				
28.	— race				
29.	— hair color				
30.	— eye color				
31.	— approximate height/weight				
32.	— scars/marks/tattoos				

2.2.1. Names

Description		Y	N	M	Comments
33.	Can users enter Modus Operandi (MO) information for each name and search by particular MOs?				
34.	Can users enter and view alert codes for any name in the system?				
35.	Does an alert appear if a name is associated with an alias?				
36.	Can a name record be associated with an unlimited number of aliases, with a physical description for each alias?				
37.	Can users generate a report identifying possible duplicate name records so the information can be merged?				
38.	Can the system transfer data required by the FBI from the names record to a LiveScan Fingerprinting system?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.2.2. Vehicles

Description		Y	N	M	Comments
1.	Is a central vehicle table used for all vehicles entered into the system?				
2.	Can vehicle records be accessed from all system modules without the need to re-enter search criteria?				
3.	Can users view any records linked to a vehicle, such as accidents and traffic citations?				
4.	Can users capture the following information regarding a vehicle:				
5.	– license plate number, type, and state				
6.	– vehicle Identification Number (VIN)				
7.	– year, make, model				
8.	– vehicle type				
9.	– description				
10.	– storage location				
11.	– status				
12.	– date stolen, recovered, or received				
13.	– responsible agency and officer				
14.	– owner				
15.	– related incident				
16.	– recovered value				

2.2.2. Vehicles

	Description	Y	N	M	Comments
17.	Can users attach media to a vehicle record, such as images, audio, and video?				
18.	Can the following information be included in a vehicle record:				
19.	– stolen/not recovered				
20.	– stolen/recovered				
21.	– evidence				
22.	– abandoned				
23.	– impounded				
24.	– involved in an accident				
25.	– driven by criminal suspect				
26.	– used in crime				
27.	– vehicle of interest				
28.	Does the system maintain a history of modifications made to the vehicle record?				
29.	Does the system perform a check digit calculation to validate the VIN entered for a vehicle record?				
30.	Can users generate a report identifying any vehicles with invalid VINs?				
31.	Can users generate a report identifying possible duplicate vehicle records so the information can be merged?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.2.3. Property

	Description	Y	N	M	Comments
1.	Is a central property table used for all property entered into the system?				
2.	Can property records be accessed from all system modules without the need to re-enter search criteria?				
3.	Can users view any records linked to property, such as the owner's name?				
4.	Can users capture and search the following information regarding property:				
5.	– type				
6.	– brand name and model				
7.	– model year				
8.	– serial number				
9.	– owner-applied number				

2.2.3. Property

	Description	Y	N	M	Comments
10.	— descriptive characteristics				
11.	— UCR code				
12.	— quantity with measurement unit				
13.	— storage location and agency ID number				
14.	— crime lab case number				
15.	— status				
16.	— date stolen, recovered, or received				
17.	— stolen and recovered locations				
18.	— stolen and recovered values				
19.	— responsible agency and officer				
20.	— owner information				
21.	— victim name				
22.	— related incidents				
23.	Can users attach media to a property record, such as images, audio, and video?				
24.	Does the system provide a record displaying the history of an item's custody transfers?				
25.	Can the following information be included in a property record:				
26.	— stolen/not recovered				
27.	— stolen/recovered				
28.	— lost				
29.	— found				
30.	— evidence				
31.	— attached by civil officers				
32.	Can the system easily duplicate a change-of-custody entry for multiple items under the same tag?				
33.	Does the system maintain a history of modifications made to a property record?				
34.	Can users access preformatted reports for property records?				
35.	Can users submit property reports to UCR/IBR?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.2.4. Wants/Alerts

	Description	Y	N	M	Comments
1.	Can users capture information regarding wanted persons, both within an agency's jurisdiction and across jurisdictional lines?				

2.2.4. Wants/Alerts

	Description	Y	N	M	Comments
2.	Can users capture and search the following information regarding wanted persons:				
3.	– court number				
4.	– docket number				
5.	– type of want				
6.	– reason wanted				
7.	– disposition of want				
8.	– assigned officer and agency				
9.	– dates issued, received, served, returned				
10.	For a single name, can users enter multiple active wants or multiple offenses per want?				
11.	Does a wanted person's name automatically become part of the central names table?				
12.	Does the system automatically display any active wants for a name record?				
13.	Does a visual alert automatically display beside the person's name or alias?				
14.	Are alerts visible within all system modules?				
15.	Can users define the wording of a want alert?				
16.	Does an alert identify if a person is currently in jail?				
17.	Can users access preformatted reports for wanted persons?				
	For Agency Use Only Column Total:				
	Total Table Score:				

2.2.5. Imaging

	Description	Y	N	M	Comments
1.	Does the system include imaging functionality developed and maintained by the primary vendor?				
2.	Can the software capture images with a TWAIN compliant device from any terminal connected to the network?				
3.	Does the system provide crosshairs for positioning during image capture?				
4.	Does the system display a preview of the captured image prior to final acceptance?				
5.	Are all images stored in non-proprietary formats?				
6.	Can users view thumbnail images that can be enlarged by clicking the picture?				
7.	Can users alter the properties of a photo with the following actions:				
8.	– crop				

2.2.5. Imaging					
Description		Y	N	M	Comments
9.	— resize				
10.	— center				
11.	— rotate				
12.	— adjust contrast, sharpness, and brightness				
13.	Can users create a lineup directly from a suspect's name record based on matching characteristics (such as age, hair color, height, etc.)?				
14.	Can users alter the position of individual photos in a lineup and add other photos using drag and drop?				
15.	Using the Imaging solution, can users generate wristbands, ID cards, and wanted/missing posters?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.2.6. GIS Address Verification					
Description		Y	N	M	Comments
1.	Does the system validate addresses using industry standard ESRI® GIS technologies?				
2.	Does the GIS system verify the following:				
3.	— street names				
4.	— intersections				
5.	— street aliases				
6.	— mile markers				
7.	— rural routes				
8.	— highway exits				
9.	— overpasses				
10.	— common place names				
11.	— number ranges				
12.	— street names				
13.	Does the system automatically populate the record with city, state, zip, and jurisdiction after verifying an address?				
14.	Does the system display the following information associated with a specific address:				
15.	— number of previous calls				
16.	— possible duplicate calls				
17.	— name records				
18.	— name alerts				
19.	— local wants				
20.	— number of premises records				

2.2.6. GIS Address Verification

	Description	Y	N	M	Comments
21.	— address alerts				
22.	— number of previous calls				
23.	Can the system display select locations within a defined radius (for example, sex offenders proximate to a school)?				
24.	Does the system display cross streets on either side of an address?				
25.	Does the system provide directions to an address?				
26.	Can users enter information on commercial properties associated with individual suites or apartment numbers?				
27.	Does the system allow for multiple occurrences of the same street name in different cities?				
28.	Can street intersection information be used interchangeably (for example, State Avenue/Main Street or Main Street/State Avenue)?				
29.	Does the system accommodate the use of address abbreviations (St. for Street)?				
30.	Can users rename a street and retain the old name as an alias?				
	For Agency Use Only Column Total:				
	Total Table Score:				

2.3. Computer-Aided Dispatch (CAD)

2.3.1. General CAD Specifications

	Description	Y	N	M	Comments
1.	Can dispatchers query name, vehicle, property, and law incident records without exiting CAD?				
2.	Does the system allow police/EMS/fire units to be dispatched and tracked separately for a single call?				
3.	Can multiple incidents be generated and cross-referenced from a single call?				
4.	Does the agency have the option to operate with only dispatchers, or with both call takers and dispatchers?				
5.	Can dispatchers and call takers simultaneously enter information into the same record?				
6.	Can dispatchers view a call taker's entries and assign a unit before the call has been routed?				
7.	Does the system support view-only privileges for call monitoring?				
8.	Can configuration settings be defined at the agency or user level?				
9.	Can the CAD status screen be customized for the following:				
10.	— dispatch responsibilities				
11.	— jurisdictions				
12.	— sort orders				
13.	— screen size and position				
14.	— text size				
15.	— colors				
16.	— toolbar buttons				
17.	— right-click commands				
18.	Does the system alert the call taker of potential duplicate calls?				
19.	For a single call, can users enter a different call nature and/or address for each agency type?				
20.	Can dispatchers drag and drop units to calls or calls to units?				
21.	Does the system recommend units for dispatch using the following criteria:				
22.	— agency of unit				
23.	— kind of unit				
24.	— station of unit				
25.	— zone of unit				
26.	— time since last status change				
27.	— day of week and time of day				

2.3.1. General CAD Specifications

	Description	Y	N	M	Comments
28.	When defining unit recommendations, can the agency specify the following:				
29.	– minimum number of units				
30.	– special equipment				
31.	– minimum number of personnel				
32.	Can dispatchers search for, and view, a list of employees with particular skills needed for an incident?				
33.	Can dispatchers assign primary and secondary uses to a specific unit?				
34.	Does the system display available water sources proximate to a call, in order of distance, with the distance in feet or miles, the status of the water source, and the available water flow?				
35.	For a traffic stop, can dispatchers enter a single command that will automatically do the following:				
36.	– create a radio log entry				
37.	– add the traffic stop to the database				
38.	– update the unit's status				
39.	– query for matching vehicles				
40.	For a traffic stop, does CAD display the number of accidents, citations, and warnings associated with a vehicle?				
41.	Does the system provide an internal help feature for all CAD commands?				
42.	Can dispatchers change the status of all units in a shift with a single command?				
43.	Are all call/unit status updates automatically posted to a radio log?				
44.	Does the system automatically log dispatch times in the radio log, and are radio log time stamps associated with the full incident report?				
45.	Can the agency define restriction, modification, and deletion privileges for radio log entries?				
46.	Can the system provide timers for individual units or by call nature, arrival on scene, and call completion?				
47.	Will a status change reset the timer?				
48.	Are dispatchers visually and audibly alerted when a timer expires?				
49.	Does the system display agency instructions and policies linked to specific call natures (for example, instructions for choking victims)?				
50.	Can the system interface with dispatch protocol software?				

2.3.1. General CAD Specifications

	Description	Y	N	M	Comments
51.	Does the system include a table of available non-agency resources, such as backhoes, cranes, etc.?				
52.	Can users enter calls for service that the agency is not responsible for but wants to be aware of, such as search and rescue calls or animal control calls?				
53.	For reopened CAD calls, record who reopened the call, and stamp the time/date?				
	For Agency Use Only Column Total:				
	Total Table Score:				

2.3.2. CAD Mapping

	Description	Y	N	M	Comments
1.	Does the system display maps created using Esri ArcGIS?				
2.	Is CAD mapping fully integrated with the dispatch system so that call locations are automatically plotted?				
3.	Can users plot addresses on the map?				
4.	Can users measure distances on the map?				
5.	Is mapping compliant with Phase II wireless requirements?				
6.	Can units be dispatched to a call using the keyboard or drag-and-drop functionality?				
7.	Can users enter a single command to locate a call on the map?				
8.	Can users center new calls on the map?				
9.	Can users navigate the map (zoom, pan, etc.) using the CAD command line?				
10.	Does the system provide a toolbar for the following functions:				
11.	— view full screen				
12.	— view entire map				
13.	— view map layers				
14.	— view calls				
15.	— zoom				
16.	— pan				
17.	Can users customize the map by adding a variety of layers, such as streets, major buildings, landmarks, police districts, and fire/EMS zones?				

2.3.2. CAD Mapping

	Description	Y	N	M	Comments
18.	Can users change the color of map elements such as street lines and jurisdictional boundaries?				
19.	Can the agency customize map icons by selecting from a list of standard symbols or by uploading its own agency-defined symbols?				
20.	Can users click on calls on the map to view detailed information?				
21.	Can users click on features within the map to view details about a given feature (for example, paved roads, hydrant information, parcel owners, etc.)?				
22.	Do maps support hyperlinks to local data files and the Internet?				
23.	Can users export a map as an image (.tif, .bmp, .jpg) and print the map with a legend?				
	For Agency Use Only **Column Total:**				
	Total Table Score:				

2.3.3. Automatic Vehicle Location (AVL)

	Description	Y	N	M	Comments
1.	Does the system use AVL to track the location of all units through Global Positioning System (GPS) receivers?				
2.	Does the system support GPS devices that comply with the Trimble ASCII Interface Protocol (TAIP) and the National Marine Electronics Association (NMEA) protocol?				
3.	Does the system accommodate GPS devices that are connected to Mobile Data Computers (MDC)?				
4.	Does the system accommodate trunk-mounted GPS devices without requiring MDCs?				
5.	Can the agency define CAD icons by unit type?				
6.	Can dispatchers click units to view detailed information?				
7.	Can dispatchers hide unit icons using the mouse or keyboard?				
8.	Can dispatchers view responding units with full contact information and color-coded statuses?				
9.	Can dispatchers obtain GPS coordinates by right-clicking any location on a map?				
10.	Can dispatchers view any location using Google Maps™?				
11.	Can the agency adjust the frequency of GPS updates?				

2.3.3. Automatic Vehicle Location (AVL)

	Description	Y	N	M	Comments
12.	Does the system log GPS data that can be searched?				
13.	Can the GPS log be exported to Google Maps?				
14.	Can dispatchers calculate and display routes using the CAD command line?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.3.4. Enhanced 9-1-1 Interface

	Description	Y	N	M	Comments
1.	Does the system provide an integrated interface between the CAD system and an E9-1-1 system?				
2.	Is the E9-1-1 interface Phase II compliant?				
3.	Does the system populate CAD calls with ANI/ALI information?				
4.	Can address information be geo-verified and plotted onto a CAD map?				
5.	Can the E9-1-1 interface store raw call information in the call record?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.4. Records Management System (RMS)

2.4.1. General RMS Specifications

	Description	Y	N	M	Comments
1.	Can users create law records with the following fields:				
2.	— address				
3.	— complainant				
4.	— offense				
5.	— responding officer				
6.	— times and date				
7.	— modus operandi				
8.	— status				
9.	Do law records automatically link to all associated records?				
10.	Can the system automatically generate separate incident numbers for each agency using the system?				
11.	Can the agency define narrative templates that prompt users to enter required information?				
12.	Can users enter a narrative of virtually unlimited length?				
13.	Can the system track the workflow or approval process and keep related historical records?				
14.	Does the system have a case management feature to track law incidents from the initial incident to the completed investigation?				
15.	Does the system provide a numerical solvability tool based on agency-defined criteria and scoring?				
16.	Can detectives keep unlimited case notes that are both part of and separate from the law incident?				
17.	Can users generate a list of cases that are pending or past due?				
18.	Can users track race and ethnicity information on persons involved in law incidents?				
19.	Can users capture the following intelligence information:				
20.	— name				
21.	— description				
22.	— associates				
23.	— hangouts				
24.	— vehicles				
25.	— employment history				
26.	— residence history				
27.	— gang affiliations				

2.4.1. General RMS Specifications					
Description		**Y**	**N**	**M**	**Comments**
28.	Can users associate intelligence information with a person of interest:				
29.	— known sex offender				
30.	— habitual criminal				
31.	— under investigation				
32.	— drug dealer				
33.	Does the system track criminal history activity for non-custody bookings (cite and release)?				
34.	Does the system capture the following arrest information:				
35.	— name				
36.	— address				
37.	— offense				
38.	Can the system track dissemination information?				
39.	Can users customize dissemination information reports?				
40.	Does the system include preformatted management reports?				
For Agency Use Only	**Column Total:**				
	Total Table Score:				

2.4.2. Incident-Based Reporting (IBR)					
Description		**Y**	**N**	**M**	**Comments**
1.	Can users generate Incident-Based Reports (IBR) from law incidents, arrests, and offenses?				
2.	Can the system transfer information from the incident to the IBR-related fields without the need to re-enter any information, including all of the following:				
3.	— offenses				
4.	— victims				
5.	— offenders				
6.	— property				
7.	— arrests				
8.	Does the system allow multiple agencies to share data while maintaining their own unique ORI?				
9.	If agencies can maintain their own unique ORI, can the agency also query a single name and hit all shared agencies without having to run multiple queries for that name?				

2.4.2. Incident-Based Reporting (IBR)

	Description	Y	N	M	Comments
10.	Does the system require the necessary IBR fields to be completed before a user can move to the next screen?				
11.	Can users preview information in a report before it is submitted to the state?				
12.	At any given time, can a user validate an IBR report and be notified of any errors/warnings?				
13.	Does the system provide a field to indicate if an incident has been validated for submission?				
14.	Does the system provide a field to indicate if an incident has been previously submitted?				
15.	Can users generate a report showing all incidents that have not been submitted to IBR within a defined time period?				
16.	Can users create unique offense codes that correspond with specific IBR values?				
17.	Can users view customizable errors/warnings associated with an incident?				
18.	If an incident has been submitted to the state, then a user modifies it, will the system automatically flag the incident for re-submission?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.4.3. Evidence Management

	Description	Y	N	M	Comments
1.	Can users track changes in evidence location, status, and custody?				
2.	Is evidence automatically linked to owner, property, and vehicle information already stored in the system?				
3.	Can users track the movement of multiple items between locations?				
4.	If a change is made to an evidence record, does the evidence history automatically update?				
5.	Does the system provide preformatted evidence management reports?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.4.4. Evidence Barcode and Audit					
Description		Y	N	M	Comments
1.	Does the system have barcoding capabilities to track the location and movement of evidence?				
2.	Is scanned information automatically transferred into an evidence record?				
3.	Can users track the following information on evidence items that have been moved:				
4.	— item number				
5.	— storage location				
6.	— custodian				
7.	— transaction code				
8.	— transaction time and date				
9.	— quantity moved				
10.	— reason for move				
11.	Can users print barcodes from either a laser printer or label printer?				
12.	Does the barcode label include agency name, incident number, location, and evidence type?				
13.	Using a barcode reader, can users collect and store scanned inventory information, including the item number, storage location, and custodian name?				
14.	Once a barcode has been scanned, can users change the status of multiple evidence items at the same time?				
15.	Does the system provide preformatted evidence barcode and audit reports?				
For Agency Use Only	**Column Total:**				
	Total Table Score:				

2.4.5. Traffic Information					
Description		Y	N	M	Comments
1.	Can users record the following traffic accident information:				
2.	— accident number				
3.	— date, time, and location				
4.	— individuals and vehicles involved				
5.	— agency and officer				
6.	— severity code				
7.	— injuries				
8.	— speed (actual, posted, safe)				
9.	— weather and road conditions				

2.4.5. Traffic Information

	Description	Y	N	M	Comments
10.	— traffic control				
11.	Can users link related records to an accident?				
12.	Can users record the following traffic citation and warning information:				
13.	— citation number				
14.	— date, time, and location				
15.	— individuals and vehicles involved				
16.	— agency and officer				
17.	— citation/warning type				
18.	— speed (actual, posted, safe)				
19.	— court location and date				
20.	Can users track citation dispositions as well as bail and fine collections?				
21.	Can users view the number of accidents, citations, and/or warnings associated with a vehicle?				
22.	Does the system provide preformatted traffic information reports?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.4.6. Pin Mapping

	Description	Y	N	M	Comments
1.	Does the system allow users to plot data recorded in the system (incidents, persons of interest, etc.) on a pin map without requiring a third party product?				
2.	Can full record information be accessed by clicking on a pin icon?				
3.	Can users measure the distance between locations of offenders/suspects and areas of interest such as schools, etc.?				
4.	Can users perform the following functions:				
5.	— view different map layers				
6.	— customize the display of points				
7.	— restrict or show all incidents on the map				
8.	— change the color of map elements				
9.	— zoom and pan				
10.	— print				
11.	Can customized map configurations be saved for agency-wide use depending on user privileges?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.5. Mobile Data Computing (MDC)

2.5.1. General Mobile Specifications

	Description	Y	N	M	Comments
1.	Does the MDC system completely integrate with the CAD/RMS system?				
2.	Does the MDC system run on Windows and remotely interact with the agency's main database?				
3.	Does the MDC system allow login by username, password, and unit, to accommodate officers assigned to more than one unit?				
4.	Does the MDC system utilize large, easy-to-read fonts?				
5.	Does the MDC system allow personnel to utilize a touch-screen computer even while wearing gloves?				
6.	Can the agency customize the screen appearance and vocabulary for fire versus law enforcement?				
7.	Can each agency within a shared system display its own insignia?				
8.	Can each agency within a shared system customize multiple toolbar configurations?				
9.	Can the MDC system perform real-time messaging with individuals or agency-defined groups?				
10.	Does the MDC system include a locking feature to prevent anyone other than the user from viewing or retrieving information?				
11.	Does the MDC system provide at least 128-bit data encryption?				
12.	Does the MDC system display alerts for records?				
13.	Can users update unit and call status, view historical address and incident information, and view the radio log?				
14.	Can users list several types of calls:				
15.	— unit calls				
16.	— zone calls				
17.	— all calls				
18.	— completed calls				
19.	— other unit's calls				
20.	— other zone's calls				
21.	Can dispatchers assign a higher priority call while the user is already in progress on a call?				
22.	Can users navigate between multiple open screens using the mouse, keyboard, and touch?				
23.	Does the system allow officers and supervisors to exchange notifications related to incidents needing review, modification, or approval?				

2.5.1.	General Mobile Specifications				
Description		Y	N	M	Comments
24.	Can users attach images to the following system records:				
25.	— names				
26.	— vehicles				
27.	— property				
28.	— evidence				
29.	— law records				
30.	— premises				
31.	Can users view file attachments from premises records, such as floor plans and fire pre-plans?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.5.2.	Mobile Queries				
Description		Y	N	M	Comments
1.	Can users search multiple databases with a single query?				
2.	Can users run the following local, state, and national queries from the MDC:				
3.	— warrants				
4.	— vehicle registration				
5.	— stolen vehicles				
6.	— stolen property				
7.	— driver license				
8.	— license plates				
9.	— criminal history				
10.	Can users query local, state, and national databases with information captured from a driver license scanner?				
11.	Can users query the following local database information:				
12.	— law incidents				
13.	— field incidents				
14.	— names				
15.	— vehicles				
16.	— property				
17.	— premises				
18.	Can the local database return the following information from a mobile query:				
19.	— mug shot				

2.5.2. Mobile Queries

	Description	Y	N	M	Comments
20.	— involvements				
21.	— scars, marks, and tattoos				
22.	— name alerts				
23.	— physical description				
24.	Can users receive an audible notification of a query return?				
25.	Can users select the font size for text in query response lists?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.5.3. Automated Field Reporting (AFR)

	Description	Y	N	M	Comments
1.	Does the MDC have automated field reporting capabilities, allowing users to enter incident, accident, citation, and field interview information?				
2.	Are contact names part of the central names table?				
3.	Is involved property part of the central property table?				
4.	Are involved vehicles part of the central vehicle table?				
5.	Can a driver license scanner be used to automatically populate field reports with driver license data?				
6.	Does return information from state and local queries automatically populate AFR forms?				
7.	Can users route workflow assignments directly from the field?				
8.	Can users temporarily save a form without sending data to the server, then return to it later for completion?				
9.	Does a form remain active and editable even if connectivity is lost?				
10.	Can users customize the form header with agency-specific information?				
11.	Can users compose and save narratives and supplemental narratives?				
12.	Can users populate fields using a drop-down list?				
13.	Can users create law records from accident forms?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.5.4. Mobile Mapping and AVL					
Description		Y	N	M	Comments
1.	Does the system display maps that were created using Esri® ArcGIS?				
2.	Can users view CAD calls on a map of the agency's jurisdiction?				
3.	Can the system integrate with AVL modems to display units on the map?				
4.	Can users click on a map location to view latitude and longitude coordinates?				
5.	Can users select the category of CAD calls displayed, including:				
6.	— my zone				
7.	— other zone				
8.	— other agency				
9.	— all calls				
10.	Can the agency customize CAD call icons, including shape, color, and size?				
11.	Can the agency customize the color and fill type of map layers?				
12.	Does the system provide a toolbar for the following functions:				
13.	— view full screen				
14.	— view entire map				
15.	— view map layers				
16.	— view calls				
17.	— zoom				
18.	— pan				
19.	Does the mapping screen include a title bar that displays the categories of units and calls, and a time stamp of the most recent update?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.5.5. Voiceless Dispatch					
Description		Y	N	M	Comments
1.	Does the system support voiceless dispatch?				
2.	Can users update call status and view address and radio log history information?				
3.	Can users access the following information:				
4.	— names				
5.	— incidents				

2.5.5. Voiceless Dispatch

	Description	Y	N	M	Comments
6.	— premises information				
7.	— hazardous material				
	***For Agency Use Only* Column Total:**				
	Total Table Score:				

2.5.6. Smartphone and Tablet Interface

	Description	Y	N	M	Comments
1.	Can users access system information through a smartphone or tablet interface?				
2.	Does the interface provide the following system functions:				
3.	— wild card searches				
4.	— call comments				
5.	— mapping				
6.	— unit status				
7.	Does the interface follow agency-defined data partitioning security parameters?				
	***For Agency Use Only* Column Total:**				
	Total Table Score:				

2.6. Resource Management

	2.6.1. Personnel Management				
	Description	Y	N	M	Comments
1.	Can the agency track detailed employee information?				
2.	Can the agency track administrative activities such as commendations and disciplinary actions?				
3.	Can users access information about an employee's unique job skills, such as foreign language fluency, CPR certification, or explosives expertise?				
4.	Can the agency determine employee priority for a given shift?				
5.	Can the agency maintain a training history for each employee, including types, dates and locations, costs, credits earned, and certifications?				
6.	Can the agency maintain a medical history for each employee, including blood type, allergies, insurance and physician, and medical events?				
7.	Does the system accommodate family medical leave, sick leave, paid time off, and overtime?				
8.	Can the system track the amount of leave earned annually, using accrual rates defined by the agency?				
9.	Does the system provide preformatted personnel management reports?				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.7. Additional Interface Specifications

2.7.1. TIES and NCIC Queries

	Description	Y	N	M	Comments
1.	Can users simultaneously perform real-time queries of multiple state systems as well as the National Law Enforcement Telecommunications System (NLETS)/National Crime Information Center (NCIC)?				
2.	Can users perform the following transactions for each record without re-entering information:				
3.	— query				
4.	— enter				
5.	— modify				
6.	— locate				
7.	— clear				
8.	— cancel				
9.	Does the interface have confirmation hit request?				
10.	Does the interface have confirmation hit reply?				
11.	Can the system display photos returned from a query?				
12.	Can a query return be attached to a CAD call record?				
13.	Can users forward query returns to other users?				
14.	Can dispatchers run the following queries from the CAD screen:				
15.	— driver license				
16.	— vehicle registration				
17.	— warrant				
18.	Can officers perform the following state queries from their MDCs:				
19.	— driver license				
20.	— vehicle registration				
21.	— stolen vehicle				
22.	— wanted person				
23.	— boat registration				
24.	— stolen boat				
25.	— gun				
26.	— stolen article				
27.	Can users run the following queries from a name record without re-entering information:				
28.	— driver history				
29.	— driver license				
30.	— wanted person				
31.	— criminal history				
32.	— state RAP sheet				
33.	— NCIC III				

2.7.1. TIES and NCIC Queries

	Description	Y	N	M	Comments
34.	Can users run the following transactions from a name record without re-entering information:				
35.	— clear missing person				
36.	— enter missing person				
37.	— locate missing person				
38.	— modify missing person				
39.	— query missing person				
40.	— cancel missing person				
41.	Can users run the following transactions from a name record without re-entering information:				
42.	— clear stolen gun				
43.	— enter stolen gun				
44.	— locate stolen gun				
45.	— modify stolen gun				
46.	— query stolen gun				
47.	— cancel stolen gun				
48.	Can users run a registration query from a vehicle record without re-entering information?				
49.	Can users run the following transactions from a vehicle record without re-entering information:				
50.	— clear stolen vehicle				
51.	— enter stolen vehicle				
52.	— locate stolen vehicle				
53.	— modify stolen vehicle				
54.	— query stolen vehicle				
55.	— cancel stolen vehicle				
56.	Can users run the following transactions from a boat record without re-entering information:				
57.	— clear stolen boat				
58.	— enter stolen boat				
59.	— locate stolen boat				
60.	— modify stolen boat				
61.	— query stolen boat				
62.	— cancel stolen boat				
63.	Can users run the following transactions from a property record without re-entering information:				
64.	— clear stolen article				
65.	— enter stolen article				
66.	— locate stolen article				
67.	— modify stolen article				
68.	— query stolen article				
69.	— cancel stolen article				

2.7.1. TIES and NCIC Queries

	Description	Y	N	M	Comments
70.	Can users run the following transactions from a wanted person record without re-entering the information:				
71.	— clear wanted person				
72.	— enter wanted person				
73.	— locate wanted person				
74.	— modify wanted person				
75.	— cancel wanted person				
For Agency Use Only	Column Total:				
	Total Table Score:				

2.7.2. BAIR Analytics

	Description	Y	N	M	Comments
1.	Does the vendor have an existing partnership with BAIR Analytics to provide predictive analytics and community mapping?				
2.	Can field personnel and supervisors initiate queries from a map, drill into data, and determine trends using this analytics interface?				
3.	Will the public have the ability to search nearby crime activity, visualize crime trends, and identify hot spots?				
For Agency Use Only	Column Total:				
	Total Table Score:				

3. Pricing

Provide the following pricing information for each component of the proposed solution.

3.1. Pricing – Software

Required Modules

Provide pricing information for all required applications/modules included in the proposed solution.

Module	Price	# of user licenses included in price	Price per additional user license
System Core (Master Tables)	$		$
Imaging	$		$
GIS	$		$
Computer-Aided Dispatch	$		$
CAD Mapping	$		$
Automated Vehicle Locator	$		$
Records Management System	$		$
Evidence Management	$		$
Evidence Barcode and Audit	$		$
Traffic Information	$		$
Pin Mapping	$		$
Mobile Data Computing	$		$
Mobile Queries	$		$
Automated Field Reporting	$		$
Mobile Mapping and AVL	$		$
Voiceless Dispatch	$		$
Personnel Management	$		$
Fire Mobile	$		$
Firehouse interface	$		$
Total Price for Required Modules		$	

Check all the following that are included in the quoted Required Modules price:

- ☐ Complete integration of all modules with no internal interfaces
- ☐ Site license for all desktop modules
- ☐ First-year maintenance on software
- ☐ Technical support and customer service
- ☐ Onsite end user training at implementation
- ☐ Ongoing end user and administrative training

Required Interfaces

Provide pricing information for all required interfaces included in the proposed solution.

Check if Existing Interface	Interface	Price	# of licenses	Price per additional license
☐	E9-1-1 Interface	$		$
☐	IBR Reporting Interface	$		$
☐	Smartphone and Tablet Interface	$		$
☐	TIES Interface	$		$
☐	BAIR Analytics Interface	$		$
	Total Price for Required Interfaces		$	

Total Price for Required Modules and Interfaces **$______________**

3.2. Pricing – Professional Services

Implementation Services	
Total price for implementation project management	$
Check all the following that are included in the quoted implementation and project management price: ☐ Onsite project management services ☐ PMP-certified project managers ☐ Code table setup ☐ Connection with state database	
Total price for software and hardware installation	$
Check all the following that are included in the quoted software and hardware installation price: ☐ Multiple onsite installation visits	
Total price for travel and per diem	$
Total Price for Implementation Services	$

Training Services	
Total price for administrative training	$
Check all the following that are included in the quoted administrative training price: ☐ User manuals and other training materials ☐ Defined timeframe for Go-live ☐ Training database that utilizes agency-specific data ☐ Complete administrator training ☐ Post Go-live refresher training	
Total price for end user training	$
Check all the following that are included in the quoted end user training price: ☐ User manuals and other training materials ☐ Post Go-live refresher training ☐ Pre-Implementation project team training ☐ Access to online training database	
Total price for Go-live assistance	$
Check all the following that are included in the quoted Go-live assistance price: ☐ Post Go-live onsite refresher training	
Total travel and per diem estimate	$
Total Price for Training Services	$

Total Price for Implementation and Training Services $_______________

3.3. Pricing – Hardware

Unit	Price	Quantity	Extended Price
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
		Total Price for Hardware	$

3.4. Pricing – Warranty, Maintenance, and Support

Support	Standard Business Hours	24/7 Support
First-year support (12 months)	$	$
Second-year support (required modules)	$	$

3.5. Pricing – Summary

Inclusions	Price
Total Modules	$
Total Interfaces	$
Total Professional Services	$
Total Hardware	$
Total Support (first year)	$
Grand Total	$

Vendor is required to provide an authorized signature certifying that the submitted bid includes **ALL** costs associated with the proposed project.

Name and title____

Signature ____