# REQUEST FOR PROPOSAL
## CITY OF SAN ANGELO

## Police  Department

## Computer Aided Dispatch (CAD)
## Records Management System (RMS)
## Mobile Computing

### RFP No.: PD-01-14





**City of San Angelo**
**72 West College Avenue**
**San Angelo, Texas  76903**

**RFP SUBMITTAL DEADLINE**
**June 26, 2014, 2:00 P.M. Local Time**

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**INTRODUCTION**

The intent and purpose of this Request for Proposal (RFP) is to establish a term contract with one qualified public safety software firm to provide and implement a state-of-the-art, integrated computer aided dispatch/records management system with integrated mobile reporting capabilities.

### Disqualification

Disqualification may occur for any of the following reasons:

- The respondent is involved in any litigation against the City of San Angelo;

- The respondent is in arrears on any existing contract or has defaulted on a previous contract with the City;

- The respondent is debarred, suspended, or otherwise excluded from or ineligible for participation in State or Federal assistance programs.

### Confidentiality

All proposals submitted shall remain confidential. After award, proposals will be made available for public inspection. The City shall not be responsible for the confidentiality of any trade secrets or other information contained or disclosed in the proposal unless clearly identified as such.

### Document Availability

Proposals documents are available and may be examined or obtained without charge in the Purchasing Department, Suite 330, City Hall, San Angelo, Texas. The Request for Proposal is also available at http://www.sanangelotexas.us. The proposal documents may be found by following the links.

- o  City Departments
- o  Purchasing
- o  Bidding Information
- o  Bid Opportunities>RFP: PD-01-14

### Digital Format

If Respondent obtained the Proposal specifications in digital format in order to prepare a proposal, the Proposal must be submitted in hard copy according to the instructions contained in this Proposal package. If, in its Proposal response, Respondent makes any changes whatsoever to the published Proposal specifications, the Proposal specification as published shall control. Furthermore, if an alteration of any kind to the Proposal specification is discovered after the contract is executed and is or is not being performed; the contract is subject to immediate cancellation without recourse.

### Addenda

Should Proposal documents or specifications be revised prior to the deadline for submittals, the City's Purchasing Division will issue an addendum addressing the nature of the change. Respondents must review all addendums and complete, sign and include the Addendum Acknowledgement form with their Proposal.

Addenda will be posted on the City's website as they are issued. Respondent is responsible for contacting the City or checking the City's website to determine if any addendums have been issued prior to submitting a bid. Failure to do so will be at the risk of the Respondent.

**Award of Contract**

The City reserves the right to accept or reject any or all proposals, and to waive any informalities or irregularities in the RFP process.  The City is an equal opportunity employer

The City will select the most highly qualified respondent(s) of the requested services based on demonstrated competence and qualifications and then attempt to negotiate with respondent(s) a contract(s) at a fair and reasonable price.

**Acceptance of Proposal Content**

Before submitting a proposal, each Respondent shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the performance of the contract and to verify any representations made by the City upon which the proposal will rely.  If the Respondent receives an offer because of its proposal, failure to have made such investigation and examinations will in no way relieve the Respondent from its obligation to comply in every detail with all provisions and requirements.

**Equal Employment Opportunity**

Attention of Respondents to the requirement for ensuring that employees and applicants for employment are not discriminated against because of their race, color religion, sex, national origin, age, or disability.

**Proposal Term**

Proposal shall be in effect for at least 180 days from the submission date.

**Points of Contact**

| | |
|---|---|
| **Roger Banks, Division Manager** | **Jeff Fant, Assistant Police Chief** |
| Purchasing Department | Police Department |
| City of San Angelo | City of San Angelo |
| P.O. Box 1751 | 401 E. Beauregard |
| San Angelo Texas, 76902-1751 | San Angelo, TX  76903 |
| Email: roger.banks@cosatx.us | Email: jeff.fant@sanangelopolice.org |
| Telephone: (325) 657-4220 | Telephone: (325) 659-8011 |

**RESTRICTIONS ON COMMUNICATION**

A.  Respondents should not communicate with: 1) elected City officials and their staff regarding the RFP or Proposals from the time the RFP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFP has been released until the contract is awarded.  These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFP and/or Proposal submitted by Respondent. Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

Exceptions to the Restrictions on Communication with City employees include:

1.  Conversations with the current contract holder concerning operations;

2.  Private (non-business) contacts with the City by the Proposer's employees acting in their personal capacity;

3.  Casual social contacts that do not include mention of this RFP;

4.  Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until June 09, 2014, 1:00 p.m., local time. Questions received after the stated deadline will not be answered. It is suggested that all questions be sent by email to:

> Roger Banks, Purchasing Division Manager
> Email: sapurch@cosatx.us

> ***Please ensure the RFP Number and Title is in the Subject Line.***

> Suppliers must submit their questions using the following format.

> - Supplier's name, requester, and appropriate contact information
> - Clearly state the question
> - Include specific reference to the applicable Request for Proposal section(s)

> Questions, if answered, will be will be posted in the form of an Addendum to the City's website at www.cosatx.us. Respondent is responsible for calling the City to determine if any addendums have been issued prior to their submittal.

5.  Respondents may provide responses to questions asked of them after responses are received and opened. During interviews, if any, verbal questions and explanations will be permitted. If interviews are conducted, Respondents shall not bring lobbyists. The City reserves the right to exclude any persons from interviews as it deems in its best interests;

6.  Upon completion of the evaluation process, Respondents shall receive a notification letter indicating the recommended firm and anticipated City Council agenda date.

7.  The City reserves the right to accept or reject any or all proposals, and to waive any informalities or irregularities in the RFP process.

8.  City reserves the right to contact any Respondent to negotiate if such is deemed desirable by City. Such negotiations initiated by City staff persons, shall not be considered a violation by Respondent of this section.

**Deadline Purchasing**

Sealed submittals must be received and time stamped by **June 26, 2014, 2:00 P.M.,** Local Time.  The clock located in Purchasing will be the official time.

<u>Faxed or electronically transmitted RFP submittals will not be accepted</u>

*It is the sole responsibility of the respondent to ensure that the sealed RFP submittal arrives at the above location by specified deadline regardless of method chosen by the respondent for delivery.*

**Copies**

Please submit One (1) original in a three-ring binder, five (5) bound copies and one (1) copy in PDF format on CD or USB flash drive of all proposal documents, including questionnaire.

**Sealed Container Addressing**

- Lower Left Hand Corner: *"RFP: PD-01-14/PD Records Mgt System"*

- Top Left Hand Corner: *Enter your company name and address.*

**Delivery Addresses**

| | |
|---|---|
| **USPS:** | Purchasing Department |
| | RFP: PD-01-14/CAD-RMS-Mobile Computing |
| | City of San Angelo |
| | 72 West College Avenue |
| | San Angelo, Texas  76903 |

| | |
|---|---|
| **Delivery Services (FedEx, UPS, etc):** | Purchasing Department |
| | RFP: PD-01-14/CAD-RMS-Mobile Computing |
| | City of San Angelo |
| | 72 West College Avenue, Suite 330 |
| | San Angelo, Texas  76903 |

*Please ensure the delivery envelope/container is marked, "RFP Enclosed".*

**INSURANCE REQUIREMENTS**

1       **INDEMNIFICATION.**

    1.1     **GENERAL INDEMNIFICATION.  CONTRACTOR AGREES TO INDEMNIFY, DEFEND, AND HOLD CITY, ITS COUNCILMEMBERS, BOARD AND COMMISSION MEMBERS, OFFICIALS, AGENTS, GUESTS, INVITEES, CONSULTANTS AND EMPLOYEES FREE AND HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, PROCEEDINGS, SUITS, JUDGMENTS, COSTS, PENALTIES, FINES, DAMAGES, LOSSES, ATTORNEYS' FEES AND EXPENSES ASSERTED BY ANY PERSON OR PERSONS, INCLUDING AGENTS OR EMPLOYEES OF CONTRACTOR OR CITY, BY REASON OF DEATH OR INJURY TO PERSONS, OR LOSS OR DAMAGE TO PROPERTY, RESULTING FROM OR ARISING OUT OF, THE VIOLATION OF ANY LAW OR REGULATION OR IN ANY MANNER ATTRIBUTABLE TO ANY ACT OF COMMISSION, OMISSION, NEGLIGENCE OR FAULT OF CONTRACTOR, ITS AGENTS OR EMPLOYEES, OR THE JOINT NEGLIGENCE OF CONTRACTOR AND ANY OTHER ENTITY, AS A CONSEQUENCE OF ITS EXECUTION OR PERFORMANCE OF THIS CONTRACT OR SUSTAINED IN OR UPON THE PREMISES, OR AS A RESULT OF ANYTHING CLAIMED TO BE DONE OR ADMITTED TO BE DONE BY CONTRACTOR HEREUNDER.  THIS INDEMNIFICATION SHALL SURVIVE THE TERM OF THIS CONTRACT AS LONG AS ANY LIABILITY COULD BE ASSERTED.  NOTHING HEREIN SHALL REQUIRE CONTRACTOR TO INDEMNIFY, DEFEND OR HOLD HARMLESS ANY INDEMNIFIED PARTY FOR THE INDEMNIFIED PARTY'S OWN GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.**

    1.3     **PROSPECTIVE APPLICATION.  ANY AND ALL INDEMNITY PROVIDED FOR IN THIS CONTRACT SHALL SURVIVE THE EXPIRATION OF THIS CONTRACT AND THE DISCHARGE OF ALL OTHER OBLIGATIONS OWED BY THE PARTIES TO EACH OTHER HEREUNDER AND SHALL APPLY PROSPECTIVELY NOT ONLY DURING THE TERM OF THIS CONTRACT BUT THEREAFTER SO LONG AS ANY LIABILITY (INCLUDING BUT NOT LIMITED TO LIABILITY FOR CLOSURE AND POST CLOSURE COSTS) COULD BE ASSERTED IN REGARD TO ANY ACTS OR OMISSIONS OF CONTRACTOR IN PERFORMING UNDER THIS CONTRACT.**

    **1.4     RETROACTIVE APPLICATION.  THE INDEMNITY PROVIDED FOR IN THIS CONTRACT SHALL EXTEND NOT ONLY TO CLAIMS AND ASSESSMENTS OCCURRING DURING THE TERM OF THIS CONTRACT BUT RETROACTIVELY TO CLAIMS AND ASSESSMENTS WHICH MAY HAVE OCCURRED DURING THE TERM OF PREVIOUS AGREEMENTS BETWEEN CITY AND CONTRACTOR.**

2       Insurance.

    2.1     General Conditions.  The following conditions shall apply to all insurance policies obtained by Contractor for the purpose of complying with this Contract.

        2.1.1     Satisfactory Companies.  Coverage shall be maintained with insurers and under forms of policies satisfactory to City and with insurers licensed to do business in Texas.

        2.1.2     Named Insured.  All insurance policies required herein shall be drawn in the name of Contractor, with City, its council members, board and commission members, officials, agents, guests, invitees, consultants and employees named as additional insureds, except on Workers' Compensation coverage.

        2.1.3     Waiver of Subrogation.  Contractor shall require its insurance carrier(s), with respect to all insurance policies, to waive all rights of subrogation against City, its

councilmembers, board and commission members, officials, agents, guests, invitees, consultants and employees.

2.1.4    Certificates of Insurance.  At or before the time of execution of this Contract, Contractor shall furnish City's Risk Manager with certificates of insurance as evidence that all of the policies required herein are in full force and effect and provide the required coverages and limits of insurance.  All certificates of insurance shall clearly state that all applicable requirements have been satisfied.  The certificates shall provide that any company issuing an insurance policy shall provide to City not less than thirty (30) days advance notice in writing of cancellation, non-renewal or material change in the policy of insurance.  In addition, Contractor and insurance company shall immediately provide written notice to City's Risk Manager upon receipt of notice of cancellation of any insurance policy, or of a decision to terminate or alter any insurance policy. Copies of required endorsements will be attached to the certificates to confirm the required coverages are in effect.  Certificates of insurance and notices of cancellations, terminations or alterations shall be furnished to City's Risk Manager at City Hall, 72 West College or P.O. Box 1751, San Angelo, Texas 76903.

2.1.6    Subcontractors' Insurance.  Contractor shall cause each Subcontractor and Sub-subcontractor of Contractor to purchase and maintain insurance of the types and in the amounts specified below.  Contractor shall require Subcontractors and Sub-subcontractors to furnish copies of certificates of insurance to Lessor's Risk Manager evidencing coverage for each Subcontractor and Sub-subcontractor.

2.2    Types and Amounts of Insurance Required.  Contractor shall obtain and continuously maintain in effect at all times during the term hereof, at Contractor's sole expense, insurance coverages as follows with limits not less than those set forth below:

2.2.1    Commercial General Liability.  This policy shall be a occurrence-type policy and shall protect the Contractor and additional insureds against all claims arising from bodily injury, sickness, disease or death of any person (other than the Contractor's employees) and damage to property of the City or others arising out of the act or omission of the Contractor or its agents and employees.  This policy shall also include protection against claims for the contractual liability assumed by Contractor under the paragraph of this Contract entitled "Indemnification," including completed operations, products liability, contractual coverage, broad form property coverage, explosion, collapse, underground, premises/operations, and independent contractors (to remain in force for two years after final payment).  Policy limits may but higher than but no less than:

| | |
|---|---|
| $ 2,000,000 | General Aggregate |
| $ 1,000,000 | Each Occurrence |
| $ 1,000,000 | Products- Completed Operations |
| $ 1,000,000 | Personal & Advertising Injury |

2.2.3    Workers' Compensation and Employer's Liability.  If Contractor hires any employees, Contractor shall maintain Workers' Compensation and Employer's Liability insurance, which shall protect the Contractor against all claims under

applicable state workers' compensation laws and employer's liability. Coverage shall not be less than:

Statutory Amount       Workers' Compensation
$ 100,000.00    Employer's Liability, Each Accident
$ 100,000.00    Employer's Liability, Disease– Each Employee
$ 500,000.00    Employer's Liability, Disease - Policy Limit

The foregoing requirement will not be applicable if, and so long as, Contractor qualifies as a self-insurer under the rules and regulations of the commission or agency administering the workers' compensation program in Texas and furnishes evidence of such qualification to Lessor in accordance with the notice provisions of this Contract.

If Contractor uses contract labor, Contractor shall require its contractor to maintain the above referenced coverage and furnish copies of certificates of insurance as required herein.

2.2.5      <u>Professional Liability</u>. This insurance shall include contractual liability in its coverage, and the coverage under this policy shall survive the term of this Contract as long as any liability could be asserted. Policy limits shall be no less than:

$1,000,000

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SECTION 4: SCOPE OF WORK

**Introduction and Project Goals**

The City of San Angelo is seeking the services of an experienced public safety software firm to implement a state-of-the-art, integrated computer aided dispatch/records management system with integrated mobile reporting capabilities.

Once the System is installed and accepted by the City a contract will be entered into to provide software updates, ongoing technical support and training, maintenance and other services required to ensure the operation of the system.

Using information supplied by the City, the successful Vendor will be required to set up, configure and install the software, provide training on use, routine maintenance and modification of the System for agencies and personnel who will interact with it.

The successful Vendor must have substantial experience deploying, integrating, supporting and scaling public safety CAD/RMS/Mobile solutions (The Respondent must be able to provide at least five (5) successful installation sites of a similar size or larger from within the State of Texas that can be used for on-site evaluation)

**Agency Goals for this Project**

In No Particular Order

1. A single, comprehensive system that is completely integrated, provides a high level of data encryption and system security and optimizes productivity and improving data efficiency by eliminating redundancies.

2. Ease of use by staff with varying levels of computer proficiency.

3. Reduce potential liabilities of the agencies involved with the system.

4. Do business with a software company with a proven track record of consistently implementing new technological advances as they emerge in the market.

5. Data conversion required for the project must be completed in accordance with best practices in the industry.

6. Ensure the efficient and effective deployment of resources to calls for service.
7. Provide timely and consistent data to enhance management of resources and personnel.

8. Perform comprehensive crime analysis utilizing analysis tools that support individual and department accountability.

9. Enhance the searching and field reporting capabilities of mobile units.

10. Provide flexible reporting capabilities to extract and/or create ad hoc reports to enhance service to the community.

**Background**

**Technical**

The RMS system will be installed and maintained on the San Angelo Police Department's network. The department's environment is Windows server 2008/2003 with approximately seven (7) virtual servers running VM, workstation clients XP/Win7 on segmented TCP/IP Layer 3 Cisco switch to network. The San Angelo Police Department has approximately 125 patrol vehicles.

At this time, the San Angelo Police Department estimates there are 250,000 case records plus associated names, address, etc., documents such as Word files, audio, video and PDF's. All data is in a SQL database.

**Organizational**

| Description | Details |
|---|---|
| Population served | 107,000 |
| Number of sworn officers | 165 |
| Number of non-sworn employees | 59 |
| Total number of law enforcement system users (sworn + non sworn) | 224 |
| Number of fire fighters | 169 |
| Number of fire department administrative personnel | 6 |
| Total number of fire personnel | 175 |
| Number of full dispatch stations | 9 |
| Total number of dispatchers (this number is included in both the sworn and non-sworn employee counts) | 24 |
| Number of dispatchers typically on-call per shift | 5 |
| Is the agency a Public Safety Access Point (PSAP)? | Yes |
| Number of police agencies dispatched | 1 |
| Number of fire agencies dispatched (including VFD's) | 11 |
| Number of EMS agencies dispatched | 1 |
| Peak number of calls for service per hour | 75 |
| Number of on-duty units per shift | 15-30 |
| Number of mobile units | 115 |
| Number of RMS data entry stations | 9 |
| Approximate number of reports per year | 19,000 |
| Approximate number of arrests/bookings per year | 6,500 |
| Approximate number of field interviews per year | 2,100 |
| Approximate number of property items booked per year | 7,000 |
| Approximate number of traffic citations per year | 22,000 |

**General and Desired Enhancements And Services To Be Provided**

The City is interested in purchasing the following modules and related services:

| Required |
|---|
| CAD |
| Law RMS |
| Mobile LE |
| Warrants (interface with local/county system) |
| Integrated E-ticketing |
| Crime Analysis |

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**EVALUATION/SELECTION PROCESS**

**General**

All submittals shall be evaluated by a selection committee and those applicants selected for the short list may be invited to attend an interview, at the applicants own expense.

The selection committee will consist of various members of various employees of the City of San Angelo and other subject matter experts.

**Selection Criteria**

The selection committee will evaluate all proposals that are submitted. Selection ratings will be based on 100-point scale. Ranking will be as reflected below:

1. **Conformance to specifications of the proposed systems that substantially meet or exceed the requirements and specifications in this RFP:**
   a. CAD ........................................................................ 10
   b. RMS........................................................................ 10
   c. Mobile reporting...................................................... 10
   d. Other modules......................................................... 10
      **Total ................................................................. 40 Points**

2. **Best value for the city/proposed cost in terms of overall cost, including five (5) years from the date of system acceptance:**

   a. Rates ...................................................................... 05
   b. Fees........................................................................ 05
   c. Budget controls........................................................ 05
   d. Continuing support and maintenance ..................... 05
      **Total ................................................................. 20 Points**

3. **Demonstrated qualifications & experience - at least 5 agencies of comparable size located in Texas:**
   a. Experience with similar types of projects................ 10
   b. Financial viability .................................................... 05
   c. Business longevity.................................................... 05
      **Total ................................................................. 20 Points**

4. **Warranty & Product Support ..................................... 20 Points**

**Evaluation Steps**

**Step 1: Initial Evaluation**

The City RFP review team will perform an initial review to determine:

- Compliance with RFP submittal instructions and deadlines.
- Compliance with the terms and conditions outlined in this RFP

The City reserves the right to reject and or all proposals and to determine which proposal is, in their judgment best meets the requirements.

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**Step 2: Evaluation**

During this phase, the City RFP Review Team will evaluate vendor's responses to the items listed in this Request for Proposal, including your responses to Section 5, and any attachments. Three to five of the top vendors whose proposals, in the opinion of the City RFP Review team, most closely meet the RFP requirements will move into Phase 3 of the selection process.

Respondents are advised that the City reserves the right to evaluate and rank the proposals without input from the respondents. Therefore, proposals should be complete as initially submitted. However, if you are selected for an interview, you will be expected to present not only your proposal, but also your approach.

**Step 3: On Site Evaluation**

The City RFP Review Team will invite selected vendors to travel to San Angelo, at no cost to the City, to demonstrate the functionality of their software as described in "Attachment A, Functional Specifications." Vendors who, in the opinion of the City, are able successfully demonstrate this functionality will move into Phase 4 of the selection process.

**Step 4: Cost Competitiveness and Selection**

During this phase, the City RFP Review Team will open the sealed envelopes containing the pricing submitted by the selected vendors. The City will award a contract to the vendor who, in the judgment of city officials, best meets the City's overall requirements at the most competitive price.

**Step 5: Recommendation & Contract Negotiation**

**A.** City staff shall make a recommendation to City Council of the selection of the most qualified respondent and request to enter into contract negotiations for the City.

**B.** The selected respondent shall enter into negotiations with the City for the services to be performed.

**C.** If satisfactory negotiations cannot be concluded, the City reserves the right to negotiate with the next highest-ranking respondent.

**D.** When services and fees are agreed upon, the selected respondent shall be offered a contract subject to City Council approval.

**E.** Should negotiations be unsuccessful, the City may enter into negotiations with the next, highest ranked respondent until an agreement for services and fees are reached. The City retains the right to end the process at any time.

This RFP does not commit the City to pay for any direct and/or indirect costs incurred in the preparation and presentation of a response. All finalist(s) shall pay their own costs incurred in preparing for, traveling to and attending the interviews. The City reserves the right to accept or reject all or part of proposals.

**Proposal Modifications**

Modifications, additions or changes to the terms and conditions of this request for proposal may be cause for rejection of the proposal. Proposals submitted in a format other than described may be rejected. No oral, telephone, e-mail proposals or modifications will be considered outside of the process prescribed in this RFP.

**Certification of Alteration or Erasure**

A proposal shall be rejected should it contain any material alteration or erasure, unless, before the proposal is submitted each such alteration or erasure has been initialed in INK by the authorized agent signing the proposal.

**Signature**

All proposals shall be typewritten or prepared in ink and must be signed in longhand by the proposer or proposer's agent or designee, with his/her usual signature. A proposal submitted by a partnership must be signed with the partnership name to be followed by the signature and designation of the partner signing. Proposals by corporations must be signed with the legal name of the corporation, followed by the name and signature of an authorized agent or officer of the corporation. Proposals submitted by a proprietorship must be signed by the owner and the name of each person signing shall be typed or printed legibly below the signature.

Proposals shall be submitted in the following format with each element requested and/or form furnished as specified to facilitate evaluation of the proposals. The detailed requirements in this RFP are **mandatory.**

Proposers are required to submit a complete RFP that satisfies all requirements. Each RFP is required to address, with a written response, each requirement in all sections of the RFP and in the same format and sequence as the details presented herein. To facilitate evaluation, all submittals must be submitted in the uniform format. All submittals **must** follow the prescribed format and shall include completed forms which are attached to this RFP. Failure to follow the required format or complete the required forms may result in submittals being rejected and removed from consideration.

City of San Angelo will not participate in any cost the Respondent may incur in the preparation and submission of a proposal. The City will not be liable in any manner with regard to this RFP and the Respondent's response to it.

Before submitting the proposals, the respondent shall:

- Carefully examine the RFP as well as all other attached documents;
- Fully inform yourself of the existing conditions and limitations;
- Include with the proposal sufficient information to cover all items required in the RFP.
- Use the format described in each section to submit your proposal.
- Attach additional information, if necessary.

**FAILURE TO ADHERE TO THE REQUIRED FORMAT MAY BE CAUSE FOR REJECTION OF PROPOSAL.**

**Proposal Format Instructions**

Proposal should be submitted in a three-ring binder or report cover and tabbed.

Each response should be organized in a fashion as outline below with sections labeled (not numbered):

Please submit One (1) original, five (5) copies and one (1) copy in PDF format on CD or USB flash drive of all proposal documents, including questionnaire

Each response should be organized in a fashion as outline below with sections labeled (not numbered):

Cover Letter

Tab 1    Table of Contents

Tab 2    Executive Summary- This section allows the respondent to summarize the RFP. Detailed data included elsewhere need not be repeated.  However, key features of the Respondent's system should be summarized.

Tab 3    Technology Overview:  Summarize the CAD/RMS/Mobile Computing system that is proposed.  In general terms describe how the system functions and describe a typical flow of information from citizen's request for service to final disposition of a case.

Tab 4    Project Overview:  Summarize the project scope from the Respondent's standpoint based upon the RFP.  Describe in general how the project would be implemented.

Tab 5    System Specifications:  Provide a detailed listing and description of the proposed system specifications and a description of compliance with the specifications stated herein or any deviations or exceptions thereto.

Tab 6    System Pricing:  Provide a detailed base unit price list for all components needed to construct and implement the system.

Tab 7    Warranty:  Provide a detailed explanation of the warranty on each of the components of the system.

Tab 8    Experience and Reference List

Tab 9    Submission Forms

Tab 10   Copy of your company's standard contract.

**Technical Proposal**

1. **User Licenses**

    1.1 Describe the proposed licensing structure.

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

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

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

    1.4 Using agency-defined privileges, will the City be able to grant unlimited view-only licenses to outside departments, such as the City and County Attorney's Offices?

2. **System Overview**

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

| Product/Service | Vendor |
|---|---|
| CAD software |  |
| RMS software |  |
| Corrections software |  |
| Mobile software |  |
| Mapping software (ESRI compatible) |  |
| Prime contractor/project management services |  |
| Training |  |
| Software maintenance and support |  |
| External system interfaces |  |
| Other (describe) |  |

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

    2.3 Describe the system's customization capabilities.

2.4 Describe the varying levels of security within the system.

2.5 Describe the system's reporting capabilities including ad hoc reports. Also, state the number of standard pre-formatted reports that ship with your system and provide a description of each. Can jurisdictions establish custom fields or statuses to develop reports on special issues? If so, are there any limits to the number of custom fields or statuses?

2.6 Describe how images are captured, stored, and used. Please indicate if media files are stored in a central repository with pointers or are if they are attached to individual records.

2.7 Describe how all media files (e.g., image, sound, and video files) are incorporated into the software? Can attachments be opened in their native formats? How does your system share this information with other departments like the City or County Attorney's office or the Courts? Do files have to be copied or moved or do you provide an interface between systems that need to share information? If there is a charge to develop an interface to other applications used, please include it in your pricing form where indicated.

2.8 Describe how the proposed solution provides link analysis on all persons, property, and vehicles associated with a case.

2.9 Describe how database schema is accessed by the agency (e.g., finding a field name for data extraction purposes.)

3. **Data Exchange Capabilities**

3.1 Explain the the exchange of data between state, federal and local agencies (e.g., NCIC, NLETS, state and local databases).

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

3.3 Describe the vendor's ability to interface with N-DEx and/or T-DEx.

3.4 Has your software been validated to FIPS 140-2. Please provide your cert#, level and any other information.

4. **System Requirements**

4.1 Describe the networking requirements for running the application.

4.2 How many servers will be required for the proposed installation?

4.3 Provide hardware specifications for each server. Repeat the following server specifications table for each required server.

| Server Specifications | |
|---|---|
| **System Information** | |
| Vendor | |
| Model | |
| Operating System | |
| **Central Processing Unit (CPU)** | |
| Type | |
| Speed | |
| **#CPUs (cores)** | |
| Minimum required | |
| Recommended | |
| Memory | |
| Minimum required | |
| Recommended | |
| **Disk Space Capacity** | |
| Minimum required | |
| Recommended | |
| **Disk Array Configuration** | |
| RAID levels supported | |
| **Network Adapters** | |
| Minimum required | |
| Recommended | |
| **Additional Information** | |
| Number of users supported | |
| Preferred tape drive | |

4.4 Provide the minimum and recommended configurations for user workstations.

| Non-Dispatch Workstation | | |
|---|---|---|
| | **Minimum** | **Recommended** |
| Operating Systems | | |
| CPU | | |
| Memory | | |
| Network card | | |
| Screen resolution (pixels) | | |
| Video card | | |
| Hard disk space | | |
| Monitor | | |
| Additional applications/ software | | |

| Dispatch Workstation | | |
| --- | --- | --- |
| | **Minimum** | **Recommended** |
| Operating Systems | | |
| CPU | | |
| Memory | | |
| Network card | | |
| Screen resolution (pixels) | | |
| Video card | | |
| Hard disk space | | |
| Monitor | | |
| Additional applications/ software | | |

| Mobile Laptops | | |
| --- | --- | --- |
| | **Minimum** | **Recommended** |
| Operating Systems | | |
| CPU | | |
| Memory | | |
| Wireless network | | |
| Screen resolution (pixels) | | |
| Screen size | | |
| Video card | | |
| Hard disk space | | |
| Additional applications/ software | | |

5. **Data Conversion**

   Please describe the procedures your firm takes with data conversion.  Do you have any software or hardware layers in place to protect our data during a data conversion?

6. **Implementation**

   6.1  Timeline

      6.1.1    Describe the typical implementation process for a project of this scope including project tasks and phases with a tentative schedule.

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

      6.1.3    Explain the vendor's acceptance and testing procedures.

   6.2  Team Resources

      6.2.1    Provide a project organization chart.

6.2.2    Describe the roles of key members of the implementation team. Include whether the project manager is Project Management Professional (PMP)-certified.

6.2.3    How will the implementation team coordinate project milestones with the agency?

**7.  Training**

7.1    Describe the vendor's training services. (i.e. train the trainer, full service etc...)

7.2    Is a practice database along with corresponding tutorials available for user training?

7.3    Describe all documentation provided with this solution. Are user manuals available in electronic format?

7.4    How does the vendor ensure documentation is kept up-to-date?

**8.  Warranty, Maintenance, and Support**

Complete the following proposed services table. Repeat the table for any third parties.

| Proposed Services | |
|---|---|
| Manufacturer Information | |
| Company name | |
| Company website | |
| Equipment or application proposed | |
| Warranty | |
| Length of warranty (months) | |
| When does the warranty take effect? | |
| Does the warranty include both maintenance and support services? | Yes/No |
| Maintenance | |
| Hours of maintenance coverage | |
| Secure, remote diagnostics provided? | Yes/No |
| How often are enhancements released? | |
| Support | |
| In-house technical support | Yes/No |
| Telephone support provided? | Yes/No |
| Toll-free "800" number | |
| Response time guaranteed | |
| After-hours phone service available? | Yes/No |
| Levels of Support (8-5, 24/7 etc...) | |

9. **System Maintenance and Operation**

   9.1   Describe all costs associated with system updates, enhancements, and bug fixes.

   9.2   Describe how the vendor manages the upgrade and enhancement process.

   9.3   Explain the process for requesting enhancements, and explain how custom modifications are preserved and describe any associated costs.

   9.4   Does the vendor mandate installation of new releases? If so, how quickly must new releases be installed?

   9.5   Is ongoing maintenance for the previous release provided? If so, how long does this maintenance continue?

10. **Ongoing Support**

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

    10.2   Describe the vendor's standard support services. Does the vendor provide 24-hour support?

    10.3   Does the vendor provide an online support database? If so, describe.

    10.4   Describe the vendor's issue resolution process.

    10.5   Explain the vendor's remote site support.

    10.6   Describe any long-term management resources available to the agency.

    10.7   Describe any safeguards in place that would prevent the system from going down.

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

    10.9   Complete the following table, outlining the vendor's support call performance:

| Support Call Performance | |
| --- | --- |
| Average call duration | |
| Average time to resolve issues | |
| First-call resolution percentage | |

**ATTACHMENT A – FUNCTIONAL SPECIFICATIONS**

Complete tables listed in Attachment A by selecting the correct column (**Y / N / M**) for each requirement. Any item marked with M (modification) must have the proposed modification spelled out in the comments section, additional explanations may be included in the comments column or on a separate page with the section number and item number clearly identified.

| | | |
|---|---|---|
| **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 to meet the requirement. Any item marked with "M" (modification) must have the proposed modification spelled out in the comments section, include a proposed delivery date. If the modification will involve additional expense, it must be noted on the Pricing Form in the space indicated. |

### 1.1 System Overview

| 1.1.1 General Requirements | | | | |
|---|---|---|---|---|
| **System 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 application modules be added, licensed, and implemented separately as needed? | | | | |
| 3 | Is the system multi-jurisdictional, allowing agencies, departments, groups, or individuals to share data while also protecting agency-specific or confidential data? | | | | |
| 4 | Is the server software developed to run using a Windows-based operating system or another operating system? | | | | |
| 5 | Is the system ODBC-compliant? | | | | |
| 6 | Can system interfaces meet the National Information Exchange Model (NIEM) principles for data sharing and integration with other systems? | | | | |
| 7 | Does the system include an N-DEx IEPD compliant interface? | | | | |
| 8 | Does the proposed solution offer a single administrative screen for the entire product (including any subsystems)? | | | | |
| 9 | Can users view changes to code tables without logging out of the system? | | | | |
| 10 | Can the user jump directly to a desired field with either the keyboard or mouse? | | | | |
| 11 | Does the user interface include function keys, a command line, and mouse point-and-click operations for direct access to system programs, screens, and menus? | | | | |
| 12 | Can users re-label fields on any screen? | | | | |
| 13 | Can users hide fields without vendor intervention? | | | | |

## 1.1.1 General Requirements

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 14 | Can the user define templates for use in any narrative field? | | | | |
| 15 | Does the system provide for narrative fields of virtually unlimited length within the most commonly shared tables (incidents, names, property, vehicles, etc.)? | | | | |
| 16 | Does the system provide spell-check for narratives? | | | | |
| 17 | Does the system provide Windows cut, copy, and paste functionality? | | | | |
| 18 | Are temporary ad hoc files automatically deleted within a reasonable time frame to minimize the impact on disk space availability? | | | | |
| 19 | Does the proposed solution support local and remote printing from the client or the server, using standard LAN connected printers? | | | | |
| 20 | Does the system run on a Microsoft SQL database? If the answer is no, please indicate what database the system uses. | | | | |

## 1.1.2 Security

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 1 | Can the software application administrator define security on world, agency, group, and individual levels for all screens within the system? | | | | |
| 2 | Does the system allow multiple agencies to share the host server yet partition data to limit access to sensitive information? | | | | |
| 3 | Can system security be defined for the following levels: screen, function (add, modify, delete, etc.), and field? | | | | |
| 4 | Can records be hidden (partitioned, blocked, etc.)? | | | | |
| 5 | Does each user have a single unique login and password to access all proposed modules? | | | | |
| 6 | Can a user 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. | | | | |
| 7 | Can the agency track how users access tables, including which records have been printed, searched, viewed, added, and deleted? | | | | |
| 8 | Can the system provide notification that marked record has been accessed, printed, or viewed? | | | | |

## 1.1.3 System Queries

| | System 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:<br><br>☐  none<br><br>☐  equal to<br><br>☐  not equal to<br><br>☐  less than<br><br>☐  greater than<br><br>☐  between (date/time, day of week, etc.)<br><br>☐  partial pattern match | | | | |
| 4 | Can users search any field with wildcard characters? | | | | |
| 5 | Does the system provide Soundex search capabilities? | | | | |
| 6 | Does the system allow search criteria to be non-case sensitive? | | | | |
| 7 | Can users combine search criteria from multiple scenarios in the same table or combine the search using other tables, such as names, vehicle, property, and incident records? | | | | |
| 8 | Is the user able to perform a search and then add or refine the list with additional search criteria? | | | | |
| 9 | Can the system display a list of all records matching the search criteria? | | | | |
| 10 | Can users restore previous search parameters with subsequent searches? | | | | |
| 11 | Can users restore previous search parameters when adding a new record? | | | | |

## 1.1.4 Reporting

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 1 | Does the system offer a substantial number of pre-formatted reports? How many? | | | | |
| 2 | Can the pre-formatted reports combine multiple tables? | | | | |
| 3 | Is the user able to 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.? | | | | |

## 1.1.4   Reporting

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 5 | Can users create ad hoc reports using third party report writers, such as Microsoft Office and Crystal Reports? | | | | |
| 6 | Can users automatically generate National Incident-Based Reports (NIBRS) from law incidents and arrests that are consistent with federal requirements? | | | | |
| 7 | Does the system automatically populate NIBRS reports with information entered into the system? | | | | |
| 8 | Does the system allow for multiple suspects related to a single offense and properly report the information to NIBRS? | | | | |
| 9 | Does the system provide error messages and/or warnings if information is incorrect on a NIBRS report? | | | | |
| 10 | Can multiple agencies on a single server maintain their own unique ORI's for a NIBRS report submission? | | | | |
| 11 | Can users schedule recurring reports to run at user-defined times and dates? | | | | |
| 12 | Can users output reports in a PDF or HTML format? | | | | |
| 13 | Is the user able to direct reports to a display screen, messaging system, file, operating system command, or printer? | | | | |
| 14 | Does the system support State reporting requirements?  (such as NIBRS or Crash Reporting) | | | | |

## 1.1.5    Messaging and Chat

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 1 | Does the system provide an electronic messaging and real-time chat capability between employees and employee groups? | | | | |
| 2 | Can users build custom messaging groups for an agency or zone? | | | | |
| 3 | Does the message center allow for alerts, state/NCIC/local returns, approvals, and report assignments? | | | | |
| 4 | Will users receive a visual and audible alert for each new message, even when the messaging system is not the active program? | | | | |
| 5 | Can users interrupt a task to read, send, and forward messages, then continue their previous task? | | | | |
| 6 | Are users able to save messages in electronic folders for later retrieval? | | | | |
| 7 | Does the system retain a searchable record of all instant messages? | | | | |

| | 1.1.5 Messaging and Chat | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 8 | Does the messaging system provide an electronic workflow for officers and supervisors to exchange notifications related to incidents needing review, modification, or approval? | | | | |
| 9 | Can users view a list of personnel who are online or offline? | | | | |
| 10 | Can users view a summary of information from a single messaging screen, including the number of alerts, messages, search returns, and approvals? | | | | |
| 11 | Can a mobile user view a summary of information from a single messaging screen, including the number of alerts, messages, search returns, approvals, CAD calls received, recently assigned incidents, and responsible zone and unit number? | | | | |
| 12 | Can Be On The Lookout (BOLO) and Attempt To Locate (ATL) notices be sent as instant messages and be programmed to scroll along the bottom of the screen until expired or deleted? | | | | |
| 13 | Can users set outgoing messages as high or low priority? | | | | |
| 14 | Can users set the expiration date and time for outgoing alerts (for example, BOLOs)? | | | | |
| 15 | Can users add customized external links directly to the home messaging screen (for example, to a city intranet site)? | | | | |
| 16 | Can chat/messaging features be toggled on/off | | | | |
| 17 | Can messages be sent to personnel who are currently off-line and be delivered upon login? | | | | |

*Intentionally Left Blank*

### 1.2 Core Integration

| 1.2.1   Names | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does a central names table or master index manage all names entered into the system? A names table accommodates a person, business, or group of names. | | | | |
| 2 | Are names table records accessible by all modules without the need to re-enter information? | | | | |
| 3 | Can users view a list of records linked to a name, such as incident events or vehicle ownership, and access a full record from that list? | | | | |
| 4 | Does the system capture the following name information:<br><br>☐ name and address<br><br>☐ home and work phones<br><br>☐ date of birth<br><br>☐ place of birth: city, state, country<br><br>☐ adult/juvenile<br><br>☐ social security number<br><br>☐ driver's license number: type, state, country, expiration date<br><br>☐ descriptive information: sex, race, hair color, eye color, height, weight, hair style, complexion, speech, teeth, build, ethnicity, scars, marks, and tattoos<br><br>☐ school<br><br>☐ emergency contact information<br><br>☐ relationships<br><br>☐ employment information<br><br>☐ state ID number<br><br>☐ FBI ID number<br><br>☐ unlimited user-defined ID numbers<br><br>☐ probation officer<br><br>☐ attorney | | | | |
| 5 | Can users attach digital media such as images, sound clips, and movie clips to a name record? | | | | |
| 6 | Does the system provide a history of all past addresses, home telephone numbers, and name changes associated with a name? | | | | |

| 1.2.1 | Names | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 7 | Does the system allow the user to search for a name using combinations of search criteria, including, but not limited to the following:<br>☐ soundex<br>☐ partial name<br>☐ address<br>☐ social security number<br>☐ date of birth<br>☐ sex<br>☐ race<br>☐ hair color<br>☐ eye color<br>☐ approximate height<br>☐ approximate weight<br>☐ scars/marks/tattoos | | | | |
| 8 | Does the system accommodate Modus Operandi (MO) information for each name and provide the ability to find persons in the system by searching particular MO? | | | | |
| 9 | Can users enter alert codes in the name record to identify dangerous characteristics of an individual, which can be displayed when the name is queried or record is accessed? | | | | |
| 10 | Upon query, is a user alerted if a name links to an alias? | | | | |
| 11 | Does the system allow an unlimited number of alias names, with a physical description and identification factors for each alias? | | | | |
| 12 | Can users manually or automatically perform duplicate name merge functions? | | | | |
| 13 | Can the system transfer FBI-standard data from the names record to a live-scan fingerprint system? | | | | |
| 14 | Describe how the system manages tentative names | | | | |

| 1.2.2 Vehicles | | | | |
|---|:---:|:---:|:---:|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Does a central vehicle table manage all vehicles entered into the system? | | | | |
| 2 Are vehicle table records accessible by all modules without the need to re-enter information? | | | | |
| 3 Can users view a list of records linked to a vehicle, such as accidents and traffic citations, and access a full record from that list? | | | | |
| 4 Does the system capture the following vehicle information: <br>☐ license plate number, type, and state <br>☐ vehicle Identification Number (VIN) <br>☐ year, make, model <br>☐ description (color, characteristics, doors, damage, decals, etc.) <br>☐ storage location <br>☐ status <br>☐ date stolen, recovered, or received <br>☐ responsible agency and officer <br>☐ owner information <br>☐ related incident <br>☐ recovered value | | | | |
| 5 Does the system include a field that specifies vehicle types, such as cars, trucks, motorcycles, boats, airplanes, etc.? | | | | |
| 6 Can users attach digital media to a vehicle record, such as images, sound clips, and movie clips? | | | | |
| 7 Can the system attach digital images to the vehicle record? | | | | |
| 8 Does the system define why the vehicle is in the system and include the following: <br>☐ stolen/not recovered <br>☐ stolen/recovered <br>☐ evidence <br>☐ abandoned <br>☐ impounded <br>☐ involved in an accident <br>☐ driven by criminal suspect <br>☐ used in crime <br>☐ vehicle of interest | | | | |

| 1.2.2  Vehicles | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 9 | When a modification is made to the vehicle record, does the system preserve previous data from most fields in a history record? | | | | |
| 10 | Does the system perform a check digit calculation to validate VIN entered for a vehicle record? | | | | |
| 11 | Does the system provide an Invalid VIN Report which will generate a listing of all vehicles added or modified during a specified date range with the VIN check digits that indicate an invalid VIN number? | | | | |
| 12 | Does the system generate reports to identify possible duplicate vehicle records? | | | | |

| 1.2.3 Property | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Does a central property table manage all property entered into the system? | | | | |
| 2 Are property table records accessible by all modules without the need to re-enter information? | | | | |
| 3 Can users view a list of records linked to a property item, such as the owner's name, and access a full record from that list? | | | | |
| 4 Does the system capture the following property information:<br><br>☐ type<br><br>☐ brand name and model<br><br>☐ model year<br><br>☐ serial number<br><br>☐ owner-applied number<br><br>☐ descriptive characteristics (rusted, dented, color, size, etc.)<br><br>☐ UCR code (clothing, consumable item, firearms, etc.)<br><br>☐ quantity, with measurement unit (gram, ounce, etc.)<br><br>☐ storage location and agency identification number<br><br>☐ crime lab case number<br><br>☐ status<br><br>☐ date stolen, recovered, or received<br><br>☐ stolen and recovered locations<br><br>☐ stolen and recovered values<br><br>☐ responsible agency and officer<br><br>☐ owner information<br><br>☐ victim name<br><br>☐ related incidents | | | | |
| 5 Can users attach digital media to a property record, such as images, sound clips, and movie clips? | | | | |
| 6 Can the system provide a property custody record, displaying a history of an item's custody transfers? | | | | |

| | 1.2.3 Property | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 7 | Does the system allow the user to search for property using various criteria, including, but not limited to the following:<br>☐ Type<br>☐ brand name and model<br>☐ model year<br>☐ serial number<br>☐ owner-applied number<br>☐ descriptive characteristics (rusted, dented, color, size, etc.)<br>☐ UCR code (clothing, consumable item, firearms, etc.)<br>☐ quantity, with measurement unit (gram, ounce, etc.)<br>☐ storage location and agency identification number<br>☐ crime lab case number<br>☐ status<br>☐ date stolen, recovered, or received<br>☐ stolen and recovered locations<br>☐ stolen and recovered values<br>☐ responsible agency and officer<br>☐ owner information<br>☐ victim name<br>☐ related incidents | | | | |
| 8 | Does the system define why the property is in the system and include the following:<br>☐ stolen/not recovered<br>☐ stolen/recovered<br>☐ lost<br>☐ found<br>☐ evidence | | | | |
| 9 | Does the system display why the property item is in the system? (Stolen, recovered, lost, found, evidence, attached by civil officers, etc.) | | | | |
| 10 | Can the system easily duplicate a change-of-custody entry for items under the same tag? | | | | |
| 11 | When a modification is made to the property record, does the system preserve previous data from most fields in a history record? | | | | |

| 1.2.3 Property | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 12 Does the system provide pre-formatted reports of property information, including a summary of any property released? | | | | |
| 13 Does the system generate UCR/IBR reports on property information? | | | | |

| 1.2.4 Wants/Alerts | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Can users record information regarding wanted persons, both within and outside the agency's jurisdiction? | | | | |
| 2 Does the system capture the following wanted persons information: <br>☐ court number <br>☐ docket number <br>☐ type of want <br>☐ reason wanted <br>☐ disposition of want <br>☐ assigned officer and agency <br>☐ dates issued, received, served, returned | | | | |
| 3 Does the system allow for multiple active wants or multiple offenses per want? | | | | |
| 4 Does a wanted person's name automatically become part of the central names table? | | | | |
| 5 When the user accesses a name record, does the system automatically display any active wants for that person? | | | | |
| 6 For an active want, is a visual alert automatically displayed beside the person's name or alias and describe the nature of that want or alert? when accessed from within any module, | | | | |
| 7 Are alerts visible within all system modules? | | | | |
| 8 Can users define the wording of a want or alert display flag? | | | | |
| 9 When a name is queried, does the system provide an alert if the person is currently in jail? | | | | |
| 10 Can the system generate pre-formatted reports of wanted persons? | | | | |

| | 1.2.5  Imaging | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system include imaging software developed and maintained by the primary vendor? | | | | |
| 2 | Can the software capture images with a TWAIN compliant device, such as a digital camera or scanner, from any terminal connected to the network? | | | | |
| 3 | Does the system provide a visual framing reticule during live video 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 | Are saved images viewable at any display-capable station, or on multiple stations simultaneously? | | | | |
| 7 | Is a thumbnail of the first image shown on the primary data entry screen and enlarged by clicking the thumbnail picture? | | | | |
| 8 | Can users perform the following functions without affecting the original photo?  ☐ crop  ☐ resize  ☐ center  ☐ rotate  ☐ alter contrast, sharpness, and brightness | | | | |
| 9 | Can a lineup be created directly from a suspect's name record that queries matching physical and demographic data (such as age, hair color, height, etc.)? | | | | |
| 10 | Can users alter the position of individual photos in the lineup and add other photos using drag & drop? | | | | |
| 11 | Can users acquire an image from the Windows clipboard for use within the system? | | | | |
| 12 | Can users post an image to the Windows clipboard for use in other applications? | | | | |
| 13 | Will the system generate wristbands, ID cards and wanted/missing posters? | | | | |

### 1.3 Records Management System (RMS)

| 1.3.1 Law Records | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Can users create law records with the following fields, including, but not limited to:<br>☐ address and complainant<br>☐ virtually unlimited offenses<br>☐ responding officers<br>☐ times and dates<br>☐ modus operandi<br>☐ circumstances<br>☐ clearance, disposition, and judicial status | | | | |
| 2 Can the system auto-populate a law incident record with at least 40 fields from the CAD call-taker screen? | | | | |
| 3 Does the law incident record automatically link to all related records, such as the initial CAD call? | | | | |
| 4 Upon law incident query, does the system provide a list of all information linked to that incident? | | | | |
| 5 Can the system automatically generate separate sequences of incident numbers in a variety of formats for each agency using the system? | | | | |
| 6 Can the agency define narrative templates that prompt users to enter required information? | | | | |
| 7 Do the templates allow the agency to customize the format of a narrative entry? | | | | |
| 8 Can users enter a narrative of virtually unlimited length? | | | | |
| 9 Can the system track the workflow or approval process and keep related historical records? | | | | |
| 10 Does the system have a case management feature to track law incidents, from the initial incident to the completed investigation? | | | | |
| 11 Can users assign law incidents to detectives, add details based on agency-defined offense codes, and notify specific individuals when cases are assigned? | | | | |
| 12 Does the system assist with a heavy caseload by providing a numerical solvability tool based on agency-defined criteria and scoring? | | | | |
| 13 During an investigation, can detectives keep unlimited case notes that are separate from the law incident, as well as record all activity associated with the case? | | | | |

## 1.3.1 Law Records

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 14 | Does the system retain a history of changes in status for each case being investigated? | | | | |
| 15 | Does the system produce a list of cases that are pending or past due? | | | | |
| 16 | Can users capture information from field interviews? | | | | |
| 17 | Can users create associations between persons, vehicles, and property items related to a field interview? | | | | |
| 18 | For field interviews, are contact names part of the central names table? | | | | |
| 19 | For field interviews, is involved property part of the central property table? | | | | |
| 20 | For field interviews, are involved vehicles part of the central vehicle table? | | | | |
| 21 | Can users record race and ethnicity information on persons involved with law incidents, such as traffic stops? | | | | |
| 22 | Can users automatically create a racial demographic record for each law incident? | | | | |
| 23 | Does the system accommodate the following intelligence information:<br><br>☐ name and description<br><br>☐ associates<br><br>☐ vehicles<br><br>☐ employment history<br><br>☐ residence history<br><br>☐ suspicious activities<br><br>☐ gang affiliations | | | | |
| 24 | Can users capture intelligence information on persons of interest, such as:<br><br>☐ known sex offenders<br><br>☐ habitual criminals<br><br>☐ persons under investigation<br><br>☐ drug dealers<br><br>☐ gang affiliations | | | | |
| 25 | Does the system track criminal history activity for non-custody bookings (cite and release)? | | | | |
| 26 | Does information captured for each arrest include the following:<br><br>☐ name and address of arrestee<br><br>☐ arrest information<br><br>☐ offense information | | | | |
| 27 | Does the system provide users with a list of all information linked to an arrest? | | | | |

| 1.3.1  Law Records | | | | |
|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 28 | Can the system track what information is disseminated, who disseminated it, and when? | | | | |
| 29 | Does the system track the recipient and organization of the disseminated information? | | | | |
| 30 | Does the system identify the reason for the information request? | | | | |
| 31 | Does the system identify the dissemination method? | | | | |
| 32 | Does the system provide a customizable dissemination information report? | | | | |
| 33 | Does the system include pre-formatted summary and statistical records management reports? | | | | |

| 1.3.2  Evidence Management | | | | |
|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Can users manage evidence items, tracking changes in 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 mass movement of items between locations (e.g., crime lab, courtroom, etc.)? | | | | |
| 4 | If a change is made to an evidence record, does the evidence history automatically update? | | | | |
| 5 | Does the system provide pre-formatted evidence management reports? | | | | |

| 1.3.3.  Evidence Bar Code and Audit | | | | |
|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system have bar-coding capabilities to track item location and movement? | | | | |
| 2 | Is scanned information automatically transferred into an evidence record? | | | | |
| 3 | Can users track location information of evidence items including item number, storage location, custodian's name, transaction code, time & date of transaction, quantity moved, and reason? | | | | |
| 4 | Can users print bar codes to either a laser printer or label printer? | | | | |
| 5 | Does the bar code label include agency name, incident number, location, and evidence type? | | | | |
| 6 | Using a bar code reader, can users collect and store scanned inventory information, including the item number, storage location, and custodian's name? | | | | |

| 1.3.3. Evidence Bar Code and Audit | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 7 By scanning an item's bar code, can users change the status of several evidence items at the same time? | | | | |
| 8 Does the system provide pre-formatted evidence bar code and audit reports? | | | | |

| 1.3.4. Traffic Information | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Can users record traffic accident information including, but not limited to:<br>☐ accident number<br>☐ date, time, and location<br>☐ names and vehicles involved<br>☐ agency and officer<br>☐ severity code<br>☐ total damage<br>☐ injuries<br>☐ speed (actual, posted, safe)<br>☐ weather and road conditions<br>☐ traffic control<br>☐ narrative section | | | | |
| 2 For traffic incidents, can users create a new name and vehicle record for each new contact or automatically link to existing name and vehicle information? | | | | |
| 3 Does the system contain data fields that meet the Model Minimum Uniform Crash Criteria (MMUCC) standards? | | | | |
| 4 Can users add related records that should be linked to the accident such as follow-up incident reports? | | | | |
| 5 Can users record traffic citation and warning information including, but not limited to:<br>☐ citation number<br>☐ date, time, and location<br>☐ names and vehicles involved<br>☐ agency and officer<br>☐ citation/warning type<br>☐ speed (actual, posted, safe)<br>☐ court location and date<br>☐ narrative section | | | | |

| 1.3.4. Traffic Information | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 6 | Can users track citation dispositions as well as bail and fine collections? | | | | |
| 7 | For vehicle records, can users view the number of accidents, citations, and/or warnings associated with the vehicle? | | | | |
| 8 | Does the system provide pre-formatted traffic information reports? | | | | |
| 9 | Does the system have a diagramming tool/interface? | | | | |

| 1.3.5. Pin Mapping | | | | |
|---|---|---|---|---|
| **System 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 the pin icon? | | | | |
| 3 | Can users measure the distance between locations of offenders/suspects and areas of interest such as schools, incidents, etc.? | | | | |
| 4 | Can users perform the following functions:<br>☐ view different map layers<br>☐ customize the display of points<br>☐ restrict or show all incidents on the map<br>☐ change the color of map elements<br>☐ zoom and pan<br>☐ print | | | | |
| 5 | Can customized map configurations be saved for agency-wide use or personal use, depending on user privileges? | | | | |

| 1.3.6. CompStat | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system calculate trends and patterns, displaying statistical information in a graphical dashboard, including crimes, quality of life offenses, accidents, and traffic citations? | | | | |
| 2 | Can users create a dashboard based on districts, zones, and beats? | | | | |
| 3 | Can the agency compare statistics over user-defined periods of time, such as from hour-to-hour, day-to-day, week-to-week, etc.? | | | | |

| | 1.3.6. CompStat | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 4 | Do graphs allow users to add or remove the types of incidents displayed with a single click? | | | | |
| 5 | Does the dashboard allow users to access Google Earth to view incident and offense locations? | | | | |
| 6 | Can information be displayed as a heat map? | | | | |
| 7 | Do users have the ability to view UCR offenses and/or IBR incidents? | | | | |
| 8 | Does the dashboard provide a crime index rate? | | | | |
| 9 | Can personnel track which personnel responded to crimes? | | | | |
| 10 | Can the agency customize the tracking of quality of life offenses, such as gang problems, graffiti, and animal attacks? | | | | |
| 11 | Can users view graphical traffic and accident information, including how many injuries or fatalities occurred and the resulting monetary damage? | | | | |
| 12 | Can users view the most frequent places for traffic citations and accidents? | | | | |
| 13 | Can users export graphical information to a spreadsheet? | | | | |

| | 1.3.7. Licenses & Permits | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Can users track licenses and permits, such as animal and bicycle licenses, and weapon and fire permits? | | | | |
| 2 | Does permit information include: <br>☐ permit type <br>☐ permit status <br>☐ application date <br>☐ effective date <br>☐ contacts | | | | |
| 3 | Can users view alerts associated with a permit? | | | | |
| 4 | Can users track the permit item type, model, size and value? | | | | |
| 5 | Does the system allow for multiple items on a single permit? | | | | |
| 6 | Can the agency charge fees, post receipts, and make adjustments? | | | | |
| 7 | Can users print permits, receipts, and mailing labels? | | | | |

| 1.3.7. Licenses & Permits | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 8 | Does the system maintain a record of historical permit information? | | | | |
| 9 | Does the system provide pre-formatted license and permit reports? | | | | |

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### 1.4  Computer-Aided Dispatch (CAD)

| | 1.4.1  General CAD Requirements | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the CAD system meet or exceed the standard functional specifications recommended by the Law Enforcement Information Technology Standards Council (LEITSC)? | | | | |
| 2 | Does the system allow police/EMS/fire units to be dispatched and tracked separately for a single call? | | | | |
| 3 | Does the system automatically update call information to Mobile and Records Management (law, fire, and EMS as applicable) and populate case records for follow-up action? | | | | |
| 4 | Can multiple incidents be generated and cross-referenced from a single call? | | | | |
| 5 | Can the CAD system function either with separate call takers and dispatchers, or with dispatchers receiving and dispatching calls? | | | | |
| 6 | Can dispatchers and call takers simultaneously enter information into the same record? | | | | |
| 7 | Can dispatchers view the call taker's progress and assign the call to a unit, without waiting for the call taker to route the call? | | | | |
| 8 | Does the system provide a view-only version of the CAD status screen for users who need to monitor dispatch without adding, modifying, or deleting information? | | | | |
| 9 | Can users open multiple CAD sessions, including stacked command lines so that each CAD center can have its own unique color for identification purposes? | | | | |
| 10 | Can configuration settings be associated with a computer as defined by the agency or set by individual users? | | | | |

| 1.4.1   General CAD Requirements | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 11 Can the CAD status screen be customized for the following:<br>☐ dispatch responsibilities<br>☐ jurisdictions<br>☐ sort orders<br>☐ screen size and position<br>☐ text size<br>☐ colors<br>☐ toolbar buttons<br>☐ right-click commands | | | | |
| 12 Does the system alert the call taker of potential duplicate calls based on the location of the call? | | | | |
| 13 For a single call, can users enter a different call nature and/or address for each agency type? | | | | |
| 14 Can dispatchers drag and drop units to calls or calls to units? | | | | |
| 15 Does the core CAD system recommend units for dispatch using the following criteria:<br>☐ agency of unit<br>☐ kind of unit<br>☐ station of unit<br>☐ zone of unit<br>☐ time since last status change<br>☐ day of week and time of day<br>☐ location of unit | | | | |
| 16 When defining unit recommendations, can the agency specify the following:<br>☐ minimum number of units<br>☐ special equipment<br>☐ minimum number of personnel<br>☐ specialized skills (bi-lingual, hearing impaired etc…) | | | | |
| 17 Can users search for, and view, a list of employees with particular skills needed for an incident? | | | | |
| 18 Can users assign primary and secondary uses to a specific unit? | | | | |
| 19 Upon entry of a valid address, does the system display the number of previous calls, name and premise records, and wants/alerts associated with that address? | | | | |

| | 1.4.1 General CAD Requirements | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 20 | Is the address query customizable, allowing specified date range etc… | | | | |
| 21 | Upon entry of a complainant's name, does the system display the number of previous calls and wants/alerts associated with that name? | | | | |
| 22 | Does the system alert users if the name entered in a complainant field is an alias name? | | | | |
| 23 | 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? | | | | |
| 24 | For a traffic stop, can dispatchers enter a single command that will:<br><br>☐ automatically create a radio log entry,<br><br>☐ add the traffic stop information to a traffic stop table,<br><br>☐ update the unit's status, and query for matching vehicles and registered owners in the local database and any external databases? | | | | |
| 25 | Does the system display in the traffic stop window the number of accidents, citations and/or warnings associated with a vehicle? | | | | |
| 26 | Can users escalate a traffic stop to an active call? | | | | |
| 27 | Can dispatchers query name, vehicle, property, and law incident records from within the law records module, without exiting the CAD status screen? | | | | |
| 28 | Does the system provide online help for all CAD commands from within the command line? | | | | |
| 29 | Can dispatchers change the status of all units in a shift with a single command? | | | | |
| 30 | Are all call/unit status updates automatically posted to a radio log? | | | | |
| 31 | Does the system automatically log dispatch times in the radio log, and are radio log time stamps associated with the full incident report? | | | | |
| 32 | Can the agency define restriction, modification, and deletion privileges for radio log entries? | | | | |
| 33 | Can dispatchers set timers for a call or a unit? | | | | |
| 34 | Can the system provide timers by call nature for unit dispatch, arrival on-scene, and call completion? | | | | |
| 35 | Will status changes reset the timer? | | | | |
| 36 | Are dispatchers visually and audibly alerted when a timer expires? | | | | |

| | 1.4.1 General CAD Requirements | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 37 | Does the system display agency instructions and policies linked to specific call natures (e.g., instructions for choking victims, unit teams to dispatch for building fires, etc.)? | | | | |
| 38 | Can the system interface to dispatch protocol software? If so which ones? | | | | |
| 39 | Does the system accommodate agency telephone lists, fire department rosters, etc.? | | | | |
| 40 | Does the system include a table of available non-agency resources, such as backhoes, cranes, specialized vehicles, etc.? | | | | |
| 41 | Does the system accommodate calls for service for which the agency is not responsible but wants to be aware of, such as search and rescue calls or animal control calls, which do not require a full incident report? | | | | |
| 42 | Does the system allow a closed CAD call to be reopened, record who reopened the call, and stamp the time/date? | | | | |
| 43 | Can the user open one or more call types (law, fire, EMS) associated with the reopened call? | | | | |
| 44 | Does the system provide a method for tracking/recommending rotating resources? | | | | |
| 45 | Does the system allow for queries to local and remote databases from a command line? | | | | |
| 46 | Does the system provide a separate vehicle, person and property screen? If so can returned information from local/remote databases be copied/pasted into these screens for easy retrieval? | | | | |
| 47 | Does the system allow for external file or data to be attached to a call? Such as the audio recording of a phone call. | | | | |
| 48 | Does the system allow for the importation of data in the creation of landmark/hazards? | | | | |
| 49 | Does the system provide for a way to capture demographic information in traffic stops? | | | | |
| 50 | Does they system provide integration to digital paging through a Zetron Paging Terminal using a serial connection? | | | | |
| 51 | Does the system allow for links to external file types using standard windows file type integration? | | | | |
| 52 | Does the system allow manual input for past events if system has been down for an extended period of time? | | | | |

| 1.4.2. GIS Address Verification | | | | |
|---|:--:|:--:|:--:|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Does the system validate addresses using industry standard ESRI® GIS technologies? | | | | |
| 2 Does the system verify the following:<br><br>☐ addresses<br><br>☐ number ranges<br><br>☐ street names<br><br>☐ intersections<br><br>☐ street aliases<br><br>☐ mile markers<br><br>☐ rural routes<br><br>☐ highway exits<br><br>☐ overpasses<br><br>☐ commonplace names | | | | |
| 3 Does the system automatically enter the city, state, zip, and jurisdiction after verifying the address? | | | | |
| 4 For addresses, does the system display the number of previous calls, possible duplicate calls (within a pre-defined distance), name records, name alerts, local wants, number of premise records, and address alerts? | | | | |
| 5 Can the system display select locations within a defined area (e.g., sex offenders near a school)? | | | | |
| 6 Does the system display crossing streets on either side of an address? | | | | |
| 7 Does the system provide directions to an address? | | | | |
| 8 Does the system accommodate office buildings and apartments with individual suite or apartment numbers? | | | | |
| 9 Does the system allow for multiple occurrences of the same street name in different cities, displaying all occurrences and allowing the user to select the correct one? | | | | |
| 10 Can street intersection information be used interchangeably (e.g., State Avenue/Main Street or Main Street/State Avenue)? | | | | |
| 11 Does the system accommodate the use of address abbreviations (e.g., "St." for "Street")? | | | | |
| 12 Can users rename a street and retain the old name as an alias street name? | | | | |
| 13 Does the system replicate data from an existing ESRI SDE? | | | | |

| 1.4.2. GIS Address Verification | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 14 Does the systems mapping integrate with outbound notification products such as Reverse 911? | | | | |
| 15 Does the system allow forced address entry or resource selection if address is not valid? | | | | |

| 1.4.3. CAD Mapping | | | | |
|---|---|---|---|---|
| **System 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 call locations are automatically plotted onto the map? | | | | |
| 3 Is mapping compliant with Phase II wireless requirements, displaying longitude and latitude points at the approximate location of the call? | | | | |
| 4 Can users dispatch units to a call utilizing the keyboard or drag-and-drop functionality? | | | | |
| 5 Can users enter a single command to locate a call on the map? | | | | |
| 6 Can users center new calls on the map? | | | | |
| 7 Can users navigate the map (zoom, pan, etc.) using the CAD command line? | | | | |
| 8 Can users click on calls on the map and view detailed call information? | | | | |
| 9 Can users configure the display of CAD icons by call type? | | | | |
| 10 Can the system send messages when new calls are added to the queue | | | | |
| 11 Does the system provide a toolbar for the following functions:<br>☐ view full screen<br>☐ view entire map<br>☐ view map layers<br>☐ view calls<br>☐ zoom<br>☐ pan | | | | |
| 12 Can users change the color of map elements such as street lines and jurisdictional boundaries? | | | | |
| 13 Can users customize the map by adding a variety of layers, such as streets, major buildings, landmarks, police districts, and fire/EMS zones? | | | | |

| 1.4.3. CAD Mapping | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 14 | Can users click on features within the map to view details about a given feature (e.g., paved roads, hydrant information, parcel owners, etc.)? | | | | |
| 15 | Do maps support hyperlinks to local data files and the Internet? | | | | |
| 16 | Can users plot addresses on the map? | | | | |
| 17 | Can users measure distances on the map? | | | | |
| 18 | Does the system integrate with Pictometry and/or Google Maps? | | | | |
| 19 | Can users export a map as an image (.tif, .bmp, .jpg) and print the map with a legend? | | | | |

| 1.4.4. Enhanced 9-1-1 Interface | | | | |
|---|---|---|---|---|
| **System 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, receiving and mapping latitude and longitude coordinates? | | | | |
| 3 | Does the system automatically populate CAD calls with ANI/ALI information, including contact name, phone number, address, and city? | | | | |
| 4 | Can address information be geo-verified and automatically plotted on a CAD map? | | | | |
| 5 | Can the E9-1-1 interface store raw call information in the call record? | | | | |
| 6 | Can the E9-1-1 interface log calls for troubleshooting? | | | | |
| 7 | Can the e911 Interface associate additional any/all requests with one Call for Service? i.e. several callers reporting the same accident, can the dispatcher link the additional any/all information to the initial call without having to manually enter the information? | | | | |
| 8 | Does the system integrate with 3rd party E911 products such as Smart911 to capture TTY or Text session data? | | | | |

| 1.4.5. Decision Tree or Interface for Directed Call Taking | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system provide a bi-directional interface with Directed Call taking software? | | | | |
| 2 | Can the agency set system parameters so that directed call-taking opens when a call is received? | | | | |
| 3 | Does the interface automatically populate law, | | | | |

| 1.4.5.  Decision Tree or Interface for Directed Call Taking | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| fire, and medical data into the corresponding CAD fields? | | | | |
| 4 Can users track incidents between CAD and any 3rd party directed call-taking software using the same call-for-service number? | | | | |
| 5 Does the interface provide a responder script or case summary of the directed call-taking call in the comment field of CAD? | | | | |
| 6 Can users place directed call-taking sessions in a pending status and also reopen any sessions that have been closed? | | | | |
| 7 Can the system use the directed call-taking determinant code to automatically select the appropriate response? | | | | |

| 1.4.6.  Response Plans | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Does the system provide pre-defined response plans, or run cards, for addresses, zones, scenarios, and/or call natures? | | | | |
| 2 Can the system accommodate response plans for law, fire, and EMS? | | | | |
| 3 Do response plans allow multiple levels of response or alarm levels for each incident? | | | | |
| 4 Do response plans include a list of all resources, i.e. equipment or vehicles, available within an agency or a neighboring jurisdiction? | | | | |
| 5 Can users create call-back plans to include personnel with specified skills? | | | | |
| 6 Can response plans recommend a unit to perform multiple functions on a single call by verifying whether that unit is able to perform the additional tasks? | | | | |
| 7 Can the agency ensure responders are available by creating call-back plans based on officer, agency, division, station, and shift? | | | | |
| 8 At the time of the call-back, does the system display the officers assigned to and available with the specified agency, division, station, or shift? | | | | |
| 9 Can response plans display the information required to request mutual aid? | | | | |
| 10 Can users customize response plans for specific addresses? | | | | |
| 11 Can users customize response plans by time of day and day of week? | | | | |

| 1.4.6. Response Plans | | | | |
|---|:---:|:---:|:---:|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 12 | Do response plans display water source information, including source status, distance, and available flow? | | | | |
| 13 | Do response plans allow one designated unit to cover other responding units, either by moving or by remaining in place? | | | | |
| 14 | Can covering units be designated based on the nature of the call? | | | | |

| 1.4.7. Premises Information | | | | |
|---|:---:|:---:|:---:|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Can users maintain and manage information on commercial, public, and private facilities, including the following: <br> ☐ facility name, type, and address <br> ☐ owner and contact names/phones <br> ☐ alarm types <br> ☐ water supplies <br> ☐ location of gas and electricity shutoffs <br> ☐ responsible agencies <br> ☐ population type <br> ☐ maximum population <br> ☐ business hours <br> ☐ pertinent instructions <br> ☐ floor plans <br> ☐ building schematics | | | | |
| 2 | Can users attach digital media to a premise record, such as images and floor plans? | | | | |
| 3 | Is premise information directly accessible from the CAD screen? | | | | |
| 4 | Does the system accommodate additional narrative entry? | | | | |
| 5 | Does the system track information on populations proximate to premises to assist in warnings and evacuations? | | | | |
| 6 | Does the system provide pre-formatted premise reports? | | | | |
| 7 | Are there any limitations of the size or type of files (such as images) that may be associated with a premise? | | | | |

| 1.4.8. | Hazardous Materials | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system track hazardous material data on residential, commercial, or public premises, including the following:<br><br>☐ alarm type<br><br>☐ address<br><br>☐ physical premises description<br><br>☐ responsible law, fire, and EMS agencies | | | | |
| 2 | For GIS-verified addresses, does the software indicate whether a premises record exists for the address? | | | | |
| 3 | Can users view NOAA CAMEO® Chemical data from the premise screen, such as description, properties, fire and health hazards, necessary protective clothing, and first-aid procedures? | | | | |

| 1.4.9. | Alarm Tracking & Billing | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Can users track alarm information, such as address, type, contact name/phone, complainant, call priority, and alarm tracking agency? | | | | |
| 2 | Can a law record be created for every registered alarm? | | | | |
| 3 | Can dispatchers enter an alarm number to automatically populate data into the call-for-service record? | | | | |
| 4 | Does the system generate incident numbers for false alarms and unregistered alarms? | | | | |
| 5 | Can users generate citations, letters, summaries, and manage the collection of fines? | | | | |
| 6 | Does the system provide pre-formatted reports including, but not limited to, the following:<br>false alarm count<br>revenue generated by false alarm fines<br>unregistered alarms, and late fees<br>alarm activation totals<br>account summary by alarm tracking number<br>statistical reports | | | | |
| 7 | Can the system generate customized billing invoices? | | | | |
| 8 | Can the system generate automatic renewal notices and/or excessive false alarm notices? | | | | |

### 1.5. Mobile Data Computing (MDC)

| | 1.5.1. Mobile Records | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the MDC system completely integrate with the CAD/RMS system? | | | | |
| 2 | Does the MDC product run on Windows XP, Windows 7 and Windows 8 and remotely interact with the agency's main database? | | | | |
| 3 | Does the software allow log in by user name, password, and unit, to accommodate officers assigned to more than one unit? | | | | |
| 4 | Does the MDC utilize large, easy-to-read fonts? | | | | |
| 5 | Can the MDC system perform real-time messaging with agency-defined groups and/or individuals? | | | | |
| 6 | Does the MDC system include a locking feature to prevent anyone other than the mobile user from viewing or retrieving MDC information? | | | | |
| 7 | Can the MDC encrypt data (at least 128-bit) for transmission? Is your encryption algorithm certified by NIST or CSE to meet FIPS 140-2 certification requirements? | | | | |
| 8 | Will the main database display records with highlighted alerts? | | | | |
| 9 | Can the MDC user update unit and call status, view address and incident historical information, and view the radio log? | | | | |
| 10 | Can the MDC user list several types of calls: <br> ☐ unit calls <br> ☐ zone calls <br> ☐ all calls <br> ☐ completed calls <br> ☐ other unit's calls <br> ☐ other zone's calls | | | | |
| 11 | Can the MDC user select a call from a list to view detailed call information? | | | | |
| 12 | Can dispatchers assign a higher-priority call while the user is already in progress on a call? | | | | |
| 13 | Can MDC users navigate between multiple open screens using the mouse, keyboard, and touch? | | | | |
| 14 | Does the system allow officers and supervisors to exchange notifications related to incidents needing review, modification, or approval? | | | | |

| 1.5.1.   Mobile Records | | | | |
|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 15 | Can MDC users view images attached to the following system records: | | | | |
| | ☐   names (mug shots) | | | | |
| | ☐   vehicles | | | | |
| | ☐   property | | | | |
| | ☐   evidence | | | | |
| | ☐   law records | | | | |
| | ☐   premises | | | | |
| 16 | Can MDC users view file attachments from premises records, such as floor plans and fire pre-plans? | | | | |

| 1.5.2   Mobile Queries | | | | |
|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Can users search multiple databases through a single query? | | | | |
| 2 | Can users run local, state, and national queries from the MDC, such as: | | | | |
| | ☐   warrants | | | | |
| | ☐   vehicle registration | | | | |
| | ☐   stolen vehicles | | | | |
| | ☐   stolen property | | | | |
| | ☐   driver license | | | | |
| | ☐   license plates | | | | |
| | ☐   missing persons | | | | |
| | ☐   criminal history | | | | |
| | ☐   insurance queries | | | | |
| 3 | Can officers use a driver license scanner to automatically query the local, state, and national database? | | | | |
| 4 | Can the MDC user query the following from the local database: | | | | |
| | ☐   law incidents | | | | |
| | ☐   field incidents | | | | |
| | ☐   names/vehicle/property | | | | |
| | ☐   premises | | | | |
| | ☐   hazardous materials | | | | |

| 1.5.2 | Mobile Queries | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 5 | Does a name query of the local database return the following: <br><br>☐ mug shot <br><br>☐ involvements <br><br>☐ scars, marks, tattoos <br><br>☐ name alerts <br><br>☐ physical description | | | | |
| 6 | Can the user receive an audible notification of a query return? | | | | |
| 7 | Can the user select text font size for the query response lists? | | | | |
| 8 | Can the system determine the registered owners name and pass this name query to appropriate databases? | | | | |


| 1.5.3 | Mobile Automated Field Reporting (AFR) | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the MDC system have automated field reporting capability, allowing a user to enter law and field incidents? | | | | |
| 2 | Can officers use a driver license scanner to automatically populate Mobile search screens and field reports with driver license data? | | | | |
| 3 | Do the AFR forms use local/state query info. to automatically fill in required form data? | | | | |
| 4 | Can officers and supervisors route workflow assignments directly from the vehicle? | | | | |
| 5 | Does the AFR maintain a connection to a live database for queries and fill fields? | | | | |
| 6 | Does the AFR system provide a process to approve, accept, or reject report from the field? | | | | |


| 1.5.4. | Mobile Mapping | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system display maps created using ESRI® ArcGIS? | | | | |
| 2 | Can MDC users view CAD calls for service on a map of the agency's jurisdiction? | | | | |
| 3 | Does the system integrate with AVL modems to display units on the map? | | | | |
| 4 | Can MDC users click on a map location to view latitude and longitude coordinates? | | | | |

| | 1.5.4. Mobile Mapping | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 5 | Can MDC users select the category of CAD calls displayed, including:<br><br>☐ my zone<br><br>☐ other zone<br><br>☐ other agency<br><br>☐ all calls | | | | |
| 6 | Can the agency customize CAD call icons, including the shape, color, and size? | | | | |
| 7 | Can the agency customize the color and fill type of map layers? | | | | |
| 8 | Can the agency adjust at which zoom level map layers appear? | | | | |
| 9 | Does the system provide a toolbar for the following functions:<br><br>☐ view full screen<br><br>☐ view entire map<br><br>☐ view map layers<br><br>☐ view calls<br><br>☐ zoom<br><br>☐ pan | | | | |
| 10 | 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? | | | | |

| | 1.5.5. Automatic Vehicle Location (AVL) Mapping | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system use AVL to track the location of all fleet units in real time 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 MDCs? | | | | |
| 4 | Does the system accommodate trunk-mounted GPS devices without requiring MDCs? | | | | |
| 5 | Can the system automatically recommend a unit to be dispatched based upon that unit's current proximity to the call? | | | | |
| 6 | Can the map automatically follow any unit by maintaining its location at the center of the screen? | | | | |

## 1.5.5. Automatic Vehicle Location (AVL) Mapping

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 7 | Can the agency configure the display of CAD icons by unit type? | | | | |
| 8 | Can CAD users click on units on the map and view detailed unit information? | | | | |
| 9 | Can MDC users select the category of units displayed, including:<br>☐ my unit<br>☐ my zone<br>☐ my agency<br>☐ other unit (up to 8 specified units)<br>☐ other zone (up to 8 specified zones)<br>☐ other agency (up to 8 specified agencies)<br>☐ all units (through my dispatch center) | | | | |
| 10 | Can MDC users hide unit icons using the mouse or keyboard? | | | | |
| 11 | Does the system provide a toolbar for the following functions:<br>☐ view full screen<br>☐ view entire map<br>☐ view map layers<br>☐ view calls<br>☐ zoom<br>☐ pan<br>☐ auto pan (keep the user's unit in the center of the screen)<br>☐ view available units | | | | |
| 12 | Does the system accommodate agency adjustments to the frequency of GPS updates? | | | | |
| 13 | Does the system log GPS data, and can the data be searched? | | | | |
| 14 | Can the GPS log be exported to Google maps? | | | | |

## 1.5.6. AVL Routing

| | System Description | Y | N | M | Comments |
|---|---|---|---|---|---|
| 1 | Does the system calculate routes using ESRI® software algorithms (Network Analyst). | | | | |
| 2 | Can a dispatcher calculate and display a route using the CAD command line? | | | | |
| 3 | Can users calculate routes between any combination of addresses, units, and calls? | | | | |
| 4 | Does the system adjust for barriers, such as | | | | |

| 1.5.6. AVL Routing | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| | rivers, canyons, and limited-access highways? | | | | |
| 5 | Does the system provide driving directions, including travel time and distance? | | | | |
| 6 | Does the system recommend units based on the fastest route, not necessarily the shortest route? | | | | |
| 7 | If fastest routes are supported, does the system account for drive time delays based on apparatus/unit status? For example, a volunteer fire department may require additional time. | | | | |
| 8 | Does the system provide for multiple routing structures, based on the time, day, season, and events? | | | | |

| 1.5.7. Voiceless CAD | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system provide for voiceless dispatch? | | | | |
| 2 | Can MDC users update call status and view address and radio log history information with the touch of a button? | | | | |
| 3 | Can MDC users access the following information: ☐ names ☐ incidents ☐ premises information ☐ hazardous material | | | | |

| 1.5.8. Smartphone and Tablet Interface | | | | |
|---|---|---|---|---|
| System Description | Y | N | M | Comments |
| 1 | Can users access system information, such as records and images, through a smartphone or tablet interface? | | | |
| 2 | Can users view all active calls, the nature of the call, address, and any assigned units using a smartphone or tablet? | | | |
| 3 | When an address is selected, does a map automatically open to display the current address, destination, traffic information, and turn-by-turn directions? | | | |
| 4 | Are calls color-coded by status, allowing users to quickly see whether officers have arrived on the scene and if a unit's time has expired? | | | |
| 5 | With a smartphone or tablet, can users search for name, vehicle, property, and incidents records and see related alerts and warnings? | | | |
| 6 | Does the interface support wildcard searching, as well as secondary search rules? | | | |
| 7 | Can users view call comments and enter call comments using a smartphone or tablet? | | | |
| 8 | Can users send e-mails with links to a record? | | | |
| 9 | Does the interface utilize the same user login information as the main system? | | | |
| 10 | Does the interface follow agency-defined data partitioning security parameters? | | | |

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**1.6. Resource Management – Across Multiple Functional Areas**

| | 1.6.1. Personnel Management | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Does the system enable agencies to store, retrieve, and manage detailed employee information? | | | | |
| 2 | Can the agency track administrative activities such as commendations and disciplinary actions? | | | | |
| 3 | When used with CAD, can dispatchers access information about an employee's unique job skills, such as foreign language fluency, CPR certification, or explosives expertise? | | | | |
| 4 | Can the agency maintain a training history for each employee, including the types of training completed or required, dates and locations, cost, credits earned, and certifications. | | | | |
| 5 | Can the agency maintain a medical history for each employee, including emergency contact information, blood type, allergies, insurance and physician, and medical events? | | | | |
| 6 | Can the agency track employee number, department, shift, assignment, rank, pay class? | | | | |
| 7 | Can the agency track hire dates, next evaluation dates, and termination and retirement dates? | | | | |
| 8 | Does the system accommodate family medical leave, sick leave, paid time off, and overtime? | | | | |
| 9 | Can the system track the amount of leave earned annually, using accrual rates defined by the agency? | | | | |
| 10 | Can users enter work activity information, including work dates, start and end times, activity and location codes, reference numbers, and comments? | | | | |
| 11 | Can the system accommodate the scheduling of agency personnel? | | | | |
| 12 | Can users search for an employee's availability or area of expertise? | | | | |
| 13 | Can the agency determine employee priority for a given shift? | | | | |
| 14 | Does the system provide pre-formatted personnel management reports? | | | | |

| | 1.6.2. Equipment | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Can users track the condition, location, history, and upkeep of department equipment such as cell phones, ladders, shovels, and hoses? | | | | |

| | 1.6.2. Equipment | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 2 | Can the system store warranty, manufacturer, and vendor information for any piece of equipment? | | | | |
| 3 | Can users record purchase information as well as any repair and maintenance costs for each piece of equipment? | | | | |
| 4 | Can users track the status, location, and condition of the agency's equipment? | | | | |
| 5 | Can users record completed maintenance dates and future scheduled maintenance for equipment items? | | | | |
| 6 | Can users track external resources available to the agency such as forklifts, backhoes, jaws of life, etc.? | | | | |
| 7 | Can users track the locations of external resources within the agency's jurisdiction? | | | | |
| 8 | Can users record contact information for external resources? | | | | |
| 9 | When used with CAD, can dispatchers search available equipment needed for a call? | | | | |
| 10 | Does the system provide a comments section for notes such as rate information? | | | | |
| 11 | Does the system allow the use of barcode scanners? | | | | |
| 12 | Can the agency track information on department vehicles, including the following<br><br>☐ fleet vehicle number<br><br>☐ type of vehicle (crime unit, patrol, ambulance, etc.)<br><br>☐ license plate number<br><br>☐ Vehicle Identification Number (VIN)<br><br>☐ year, make, model, and color<br><br>☐ assigned agency, division, and officer<br><br>☐ purchase information (vendor, cost, date)<br><br>☐ disposal information, including disposition | | | | |
| 13 | Can users schedule maintenance, inspections, and registrations for department vehicles? | | | | |
| 14 | Can users record information on repairs, maintenance, replacement parts, who performed the service, and total costs? | | | | |
| 15 | Can users track fuel consumption and mileage information, including the date, odometer reading, and the quantity of oil or fuel added? | | | | |
| 16 | Can the system automatically calculate the average miles per gallon (MPG) for each vehicle? | | | | |

| 1.6.2. Equipment | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 17 Does the system provide pre-formatted fleet and maintenance reports? | | | | |

| 1.6.3. Inventory Management | | | | |
|---|---|---|---|---|
| **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 Can users track consumable items such as ammunition and cleaning supplies? | | | | |
| 2 Can users track supplier contact information, ordering instructions, order history, and supplier fulfillment? | | | | |
| 3 Can users view an item's balance, reorder point, and full stock quantity? | | | | |

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**1.7. System Support**

| | 1.7.1. Support & Services | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Is a toll-free vendor support hotline available? | | | | |
| 2 | Is there a dedicated help desk with specialists assigned to address support issues? | | | | |
| 3 | Is the average support response time less than two hours? | | | | |
| 4 | Is 24/7 support available? | | | | |
| 5 | Is there an online portal customized to the agency that allows users to:<br><br>☐ open and close problems<br><br>☐ track problem status,<br><br>☐ view an archive of the agency's problems,<br><br>☐ participate in a community forum,<br><br>☐ access a custom report repository? | | | | |
| 6 | Does the vendor contact every customer agency at least once a month to ask if the system is functioning properly and address any concerns? | | | | |
| 7 | Does the vendor actively survey customers regarding problem resolution satisfaction? | | | | |

| | 1.7.2. Upgrade Process | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Are software upgrades provided at no additional cost as part of the ongoing support agreement? | | | | |
| 2 | Is pre-upgrade assistance and system diagnosis provided prior to an upgrade? | | | | |
| 3 | Is post-upgrade assistance available as part of the service? | | | | |
| 4 | Are updates offered in both a test/training environment and a production environment? | | | | |
| 5 | Do upgrades include comprehensive documentation and release notes? | | | | |

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**1.8. Additional Interface Requirements**

The City of San Angelo has a very high interest in creating a unified CAD-RMS system that will interface directly with the following applications. While we may not want these integrations at the start of the project, we would like to know that your company could interface with the applications listed below.

Below the table, please include the following information for each interface:

- reference contact information for each of the companies listed below who are familiar with past integrations your firm has completed with them.
- indicate the number of integrations you have successfully completed
- the jurisdiction(s) name and contact information where the integration was implemented
- indicate how the interface works. Is it a one way export of data or can your system perform bi-directional communication with the listed interfaces?

If you are selected to come for an onsite demo of your software, we would like to see these interfaces included your presentation.

Please include separate pricing on the pricing form for each of these interfaces.

| | **1.8.1. Other Interfaces** | | | | |
|---|---|---|---|---|---|
| | **System Description** | **Y** | **N** | **M** | **Comments** |
| 1 | Image Trend Fire Software www.imagetrend.com | | | | |
| 2 | In-code Municipal Court Software www.tylertech.com | | | | |
| 3 | Brazos Technologies www.brazostech.com | | | | |
| 4 | Q-tel Evidence Tracker www.trackerproducts.com | | | | |
| 5 | Priority Dispatch / ProQA www.prioritydispatch.net | | | | |
| 6 | Odyssey Jail Software www.tylertech.com | | | | |
| 7 | CopLogic www.coplogic.com | | | | |

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**ATTACHMENT B—PRICING FORM**

*Include this form in a separate, sealed envelope with your proposal.*

The City RFP team will only open the envelopes of the vendors who advance to Phase 4 of the Evaluation process.

**Pricing – Software**

Do not include Federal Excise Tax in your bid. The City of San Angelo is exempt. Exemption Certificate available upon request.

**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 |
|---|---|---|---|
| CAD | | | |
| Law RMS | | | |
| Mobile LE/Fire/Medical | | | |
| Integrated E-ticketing | | | |
| **Price Total for Required Modules** | $ | | |

**Optional Modules**

Provide pricing information for all optional applications/modules included in the proposed solution, if any are necessary to meet the functionality specifications as defined.

| Module | Price | # of user licenses included in price | Price per additional user license |
|---|---|---|---|
| | | | |
| **Price Total for Optional Modules** | $ | | |

**Optional Interfaces**

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

| Interface | Price | # of licenses | Price per additional license |
|---|---|---|---|
| | $ | | $ |
| | $ | | $ |
| | $ | | $ |
| **Price Total for Optional Interfaces** | $ | | |

**Software Modification**

| Modification Required and Item # it relates to | Price | # of licenses | Price per additional license |
|---|---|---|---|
| | $ | | $ |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | $ | | $ |
| **Price Total for Software Modification** | $ | | |

Price Total for Software Modules, Modifications & Interfaces (excluding optional):

$ _____

**Pricing – Professional Services**

| Implementation Services | |
|---|---|
| Total price for implementation project management | $ |
| Total price for software and hardware installation | $ |
| Total travel and per diem estimate | $ |
| **Subtotal** | $ |

| Training Services | |
|---|---|
| Total price for administrative training | $ |
| Total price for end-user training | $ |
| Total price for go-live assistance | $ |
| Total travel and per diem estimate | $ |
| **Subtotal** | $ |

**Price Total for Implementation and Training Services**        $ _____

**Pricing – Hardware**

| Unit | Price | Quantity | Extended Price |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| **Pricing Total for Hardware** | $ | | |

**Pricing – Warranty, Support, Maintenance**

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

**Pricing – Summary**

| Inclusions | Price |
|---|---|
| Total Software (excluding options) | $ |
| Total Interfaces (excluding options) | $ |
| Total Professional Services | $ |
| Total Hardware | $ |
| Total Support (first year, standard business hours) | $ |
| **Grand Total** | $ |

**Pricing – Payment Terms**

Describe the vendor's proposed payment terms. The City of San Angelo reserves the right to negotiate these payment terms with the selected vendor during contract negotiations.

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**ATTACHMENT C--STANDARD TERMS AND CONDITIONS**

The successful vendor will be required to comply with the following standard contractual terms and conditions.

**BACKGROUND INVESTIGATION/FINGERPRINTS REQUIRED.** The final contract will include a requirement that the vendor's employees assigned to this project must consent to and pass a fingerprint based background check and sign a confidentiality agreement prior to commencing work on the project.

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**SUBMISSION FORMS**

- RFP Letter Of Interest

- Addendum Acknowledgement

- Conflict Of Interest form

- Debarment and Suspension Certificate

- List of References Form

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**Letter of Interest**

The undersigned firm submits the following information in response to Request for Proposal (as amended by Addenda), issued by the City of San Angelo, Texas ("City").

- Respondent is responsible for calling the Purchasing Division or checking the City's website to determine if any addendums have been issued prior to submitting a proposal.

- Respondent understands that the City is not bound to select any proposals for the final pre-qualified list and may reject any RFP submittal that the City receives.

- Respondent further understands that all costs and expenses incurred by it in preparing this RFP and participating in this process will be borne solely by the respondent, and that the RFP submittal materials will become the property of the City and will not be returned.

- Respondent agrees that the City will not be responsible for any errors, omissions, inaccuracies, or incomplete statements in this RFP and accepts all terms of the RFP submittal process by signing this letter of interest.

- Respondent certifies, by submission of this proposal or acceptance of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State departments or agencies.

- Respondent certifies that the proposal has been arrived at independently and has been submitted without any collusion designed to limit competition. The proposer further certifies that the materials, products, services and/or goods offered herein meet all requirements and specifications and are equal in quality, value and performance with highest quality, nationally advertised brand and/or trade names.

- By submitting a response to this RFP, the respondent acknowledges that all information is accurate and complete.

- Respondent agrees that any offer submitted because of this RFP shall be binding on the Respondent for 180 calendar days following the specified opening date. Any proposal for which the respondent specifies a shorter acceptance period may be rejected.

- This RFP shall be governed by and construed in all respects according to the laws of the State of Texas.

_____
Company

_____
Authorized Signature

_____
Printed Name & Title

_____
Address

_____
City, State Zip Code

_____
Date

| THIS FORM MUST BE RETURNED WITH THE PROPOSAL |
| --- |

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**Addendum Acknowledgement**

Receipt is hereby acknowledged of the following addenda to the Contract documents.

Addendum No. 1 dated _____     Received _____

Addendum No. 2 dated _____     Received _____

Addendum No. 3 dated _____     Received _____

Addendum No. 4 dated _____     Received _____

Addendum No. 5 dated _____     Received _____

Addendum No. 6 dated _____     Received _____


_____
Company Name

_____
Signature

_____
Printed Name

_____
Title

_____
Address

_____
City, State Zip  Code


| THIS FORM MUST BE RETURNED WITH THE PROPOSAL |
| --- |

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**NOTICE TO VENDORS**

**Disclosure of Certain Relationships**

**Effective January 1, 2006**, Chapter 176 of the Texas Local Government Code requires that any vendor or person considering doing business with a local governmental entity make certain disclosures concerning any affiliation or business relationship that might cause a conflict of interest with the local governmental entity. The provisions of Chapter 176 and the Form CIQ questionnaire that you must complete to comply with this law, are available at the Texas Ethics Commission website at http://www.ethics.state.tx.us/whasnew/confliict forms.htm.

A current list of City of San Angelo and City of San Angelo Development Corporations officers is available in the office of the City of San Angelo City Clerk's office located in Room 201 of City Hall or on the City's website at http://sanangelotexas.org. If you are considering doing business with the City of San Angelo or the City of San Angelo Development Corporation and have an affiliation or business relationship that requires you to submit a completed Form CIQ, it must be filed with the records administrator (City Clerk) of the City of San Angelo no later than the seventh (7th) business day after the date you become aware of facts that require the form to be filed. See Section 176.006, Texas Local Government Code. It is a Class C misdemeanor to violate this provision.

**By Submitting a response to a City of San Angelo or City of San Angelo Development Corporation Request for Proposals, Request for Bids, or Request for Qualifications or by conducting business with either of those two entities, you are representing that you are in compliance with the requirements of Chapter 176 of the Texas Local Government Code.**

Roger S. Banks
Division Manager

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# CONFLICT OF INTEREST QUESTIONNAIRE

## For vendor or other person doing business with local governmental entity

### FORM CIQ

| OFFICE USE ONLY |
| --- |
| Date Received |

This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. *See* Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

**1**   **Name of person who has a business relationship with local governmental entity.**

**2**   ☐   **Check this box if you are filing an update to a previously filed questionnaire.**

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

**3**   **Name of local government officer with whom filer has employment or business relationship.**

_____

Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

☐ Yes     ☐ No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

☐ Yes     ☐ No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

☐ Yes     ☐ No

D. Describe each employment or business relationship with the local government officer named in this section.

**4**

_____     _____

Signature of person doing business with the governmental entity     Date

THIS FORM MUST BE RETURNED WITH THE PROPOSAL

Adopted 06/29/2007

**LOCAL GOVERNMENT OFFICERS OF THE CITY OF SAN ANGELO**
**As defined by Chapter 176 of the Texas Local Government Code**
**(Revised 8/6/13)**


For purposes of completion of the required Conflict of Interest Questionnaire for the City of San Angelo (required by all Vendors who submit bids/proposals), Local Government Officers are:


**City of San Angelo City Council:**

Mayor:                                          Dwain Morrison, Mayor
Councilmembers: Mayor Pro-Tempore:  Charlotte Farmer, SMD 6
                                                Rodney Fleming, SMD 1
                                                Marty Self, SMD 2
                                                Johnny Silvas, SMD 3
                                                Don Vardeman, SMD 4
                                                H.R. Wardlaw, III, SMD5


City Manager:            Daniel Valenzuela


**City of San Angelo Development Corporation officers are:**

                    Scott Tankersley, President
                    John Edward Bariou, Jr. - First Vice President
                    Tony Villarreal - Second Vice President
                    Daniel Anderson - Director
                    Richard Crisp - Director
                    Tommy Hiebert - Director
                    Pedro Ramirez – Director

Executive Director:      Roland Peña

**Debarment and Suspension Certification**

(1)     The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:

  (a)     Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

  (b)     Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

  (c)     Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

  (d)     Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

(2)     Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective primary participant shall attach an explanation to this proposal.

_____
Company

_____
Signature

_____
Printed Name & Title

_____
Address

_____
City, State Zip Code

_____
Date

THIS FORM MUST BE RETURNED WITH THE PROPOSAL

**Debarment and Suspension Certification**

<center>INSTRUCTIONS</center>

1.  By signing and submitting this proposal, the prospective participant is providing the certification set out below.

2.  The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the determination whether to enter into this transaction. However, failure of the prospective participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3.  The certification in this clause is a material representation of fact upon which reliance was placed when the City of San Angelo determined to enter into this transaction. If it is later determined that the prospective participant knowingly rendered an erroneous certification, in addition to other remedies available, the City of San Angelo may terminate this transaction for cause.

4.  The prospective participant shall provide immediate written notice to the City of San Angelo to which this proposal is submitted if at any time the prospective participant learns that its certification was erroneous when submitted or has become erroneous because of changed circumstances.

5.  The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549(13 CFR Part 145). You may contact the City of San Angelo for assistance in obtaining a copy of these regulations.

6.  The prospective participant agrees by submitting this proposal that, should the proposed transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the City of San Angelo.

7.  The prospective participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment and Suspension" provided by the City of San Angelo, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8.  A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the ineligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

9.  Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the City of San Angelo, the City of San Angelo may terminate this transaction for cause.

**Respondent Business Questionnaire**

| Business Questionnaire | | |
|---|---|---|
| Business Name: | | |
| Mailing Address: | | |
| City, State Zip | | |
| Telephone: | | Fax: |
| E-Mail: | | |
| Company website: | | |
| How many years has your company been doing business under this name? | | |
| How many years has your company developed public safety software? | | |
| Do you develop, sell, or support any software other than public safety software?  If so, please list it and describe its function. | | |
| How many facilities/locations do you have in the United States?  Please list them. | | |
| Is your company a Microsoft® Certified Solutions Partner? | | |
| Provide a brief company history. | | |
| Please provide your most recent financial statement. | | |
| Please provide a statement confirming that your firm can meet the City of San Angelo's minimum insurance requirements | | |
| How many employees are dedicated solely to public safety software versus other software your company may offer? | | |
| In each of your company's departments, what percentages of employees are dedicated specifically to the support, administration, programming, development, etc. of the proposed public safety software (not including other software products?) | | |

| Vendor Staffing | % of Employees |
|---|---|
| Support | |
| Administration | |
| Programming | |
| Development | |
| | |
| | |
| | |
| | |

| Business Questionnaire | |
|---|---|
| **Vendor Background** | |
| How many government agencies are current public safety software customers? | |
| Of your current client base, how many current public safety customers have used the software for 10 years, 15 years, and 20 years, respectively? | |
| | |
| Has your company ever been party to a buy-out, merger, or company acquisition? If so, explain. | |
| Has your company or any company employee ever been named in litigation and/or arbitration related to the company's product, services or for any security breaches? If so, explain. (attach additional documentation as necessary) | |
| Are there any lawsuits against your company by current or former clients? | |
| Has your company ever completed an implementation after the originally agreed-upon deadline? If so, indicate the date, parties involved, and circumstances. (attach additional documentation as necessary) | |
| Has an implementation ever exceeded the agreed budget? If so, describe. (attach additional documentation as necessary) | |
| Has your company ever terminated a contract or failed to complete any work awarded to it? If so, describe. (attach additional documentation as necessary) | |
| Total number of full time employees. Please attach a bio of the employee(s) who will be assigned to our project. | |
| Who will be the lead project manager assigned to our project? Please include the resume of the person who will be the project manager assigned to oversee this project including their number of years with your firm, their education and qualifications that relate to this project, and the number, type and location of similar projects this person has successfully implemented. | |
| The City desires that our system continue to evolve with advancements in technology. Provide us documentation of the last 3 major releases of your software including new functionality and integration of new technology that has come into the market. | |
| **Vendor References** | |

Please provide a list of <u>at least</u> seven (7) customer references (3 of which must be from within the State of Texas) include contact information, years using the system and programs/modules in use that demonstrate your company's capabilities to meet the requirements listed in this RFP:

Two should be new customers who started doing business with your company in the past 12 months)

| | |
|---|---|
| 1. | |
| 2. | |

Two should be shorter term customers who have been customers for 3-5 years)

| | |
|---|---|
| 1. | |
| 2. | |
| | |
| | |

| Business Questionnaire | |
|---|---|
| Two should be longer term customer who have been customers for 5+ years) | |
| 1. | |
| 2. | |
| One should be a former customer (contract terminated in the past 5 years) | |
| 1. | |
| *List contact information (names, telephone numbers, e-mail and addresses) for any of the vendor's software user groups.* | |
| | |
| Authorized Signature: | Date: |
| Printed Name/Title: | |

**ATTACH IRS W-9**

**###**

*Intentionally Left Blank*