

TRI-CITY CONSORTIUM
SAN PABLO, PINOLE & HERCULES
REQUEST FOR PROPOSAL

**Fully Integrated Computer-Aided Dispatch, Records Management,
Mobile Computing, and Field Reporting System**

NOTICE TO PROPOSERS

Notice is hereby given that the TRI-CITY Consortium, Cities of San Pablo, Pinole, and Hercules, is inviting sealed proposals for a Fully Integrated Computer-Aided Dispatch, Records Management, Mobile Computing, and Field Reporting System for the Cities of San Pablo, Pinole and Hercules (Contra Costa County), California. Each proposal shall be in accordance with the conditions and specifications in this RFP, copies of **the RFP** may be obtained at no charge to interested parties at the City of San Pablo web site <https://www.sanpabloca.gov/Bids.aspx> Request for Proposal (RFP) documents contain the full description of the work to be performed.

All completed proposals must include a contact name, phone number, and email address. All submittals must be enclosed in a sealed envelope/box and **clearly identified with Request for Proposal “FULLY-INTEGRATED CAD, RMS, AND MOBILE COMPUTING SYSTEM” and name of proposer and date of proposal opening** to preclude premature opening of proposal.

Sealed proposals shall be delivered to the City of San Pablo Police Department via Planetbids.com on or before **5:00 PM, Monday, October 5, 2020. NO LATE SUBMITTALS WILL BE ACCEPTED.**

The Cities of San Pablo, Pinole and Hercules reserve the right to reject any or all proposals and to waive any minor informalities, irregularities, and/or non-responsiveness that does not influence the competitive nature of the proposals. The City Councils of San Pablo, Pinole and Hercules will approve the project based on Best Value for the Consortium with the City of San Pablo awarding and entering into the contract. It is the Cities' intent to award the contract in **January 2021**.

Pursuant to Section 1773 of the Labor Code, the general prevailing rate of wages in the county in which the work is to be done has been determined by the Director of the Department of Industrial Relations of the State of California. These wages are set forth in the General Prevailing Wage Rates for this project. The Contractor and all subcontractors shall pay all their employees performing labor under this Contract, salaries or wages at least equal to the general prevailing wage rates for the particular crafts, classifications, or types of workers employed on this project. These wage rates appear in the latest Department of Industrial Relations publication. Future effective wage rates, which have been predetermined and are on file with the Department of Industrial Relations, are referenced but not printed in said publication, and are available at www.dir.ca.gov.

PUBLISHED: 08/17/2020



REQUEST FOR PROPOSAL

FOR A FULLY-INTEGRATED, COMPUTER-AIDED DISPATCH,
RECORDS MANAGEMENT, MOBILE COMPUTING SYSTEM,
AND RELATED MODULES

FOR THE CITIES OF SAN PABLO, PINOLE AND HERCULES
POLICE DEPARTMENTS

SAN PABLO, California

08/17/2020

The Cities of San Pablo, Pinole and Hercules
(Will be referred to as “Cities” in the remaining pages)

The Cities are looking to purchase a fully-integrated system for their Police Departments that includes a Computer Aided Dispatch System, Records Management, Report Writing, Mobile Field Reporting, Training Management System, Property Module, and connectivity to local, county and state agency systems, and additional modules listed. The Vendor selected will be responsible for the implementation of all selected components, project management, training, data migration, and providing a complete turnkey installation that meets the performance requirements as stated in the final contract.

The project has an aggressive time schedule. It is critical that any Vendor who responds to the Request for Proposal understand the aggressive schedule the Cities are requiring and addresses it in their response.

TENTATIVE SCHEDULE

Dates are Tentative and Subject to Change

Release RFP for Response	Monday August 17, 2020
Vendor Questions	Thursday, September 17, 2020
Closing Date for RFP	Monday, October 5, 2020
Review of RFP by Agencies	October 2020
Selection of Vendors for Demonstrations	October 2020
Demonstration Dates	November 2020
Select Vendor/Contract Negotiations	December 2020
Award of Contract by City Council	January 2021
Notice of Intent	January 2021
Estimated Pre-Implementation Date	March 2021

Estimated Go Live Date	February 2022
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TERMS AND CONDITIONS

- 1. DATE DUE:** Monday, October 5, 2020, no later than 5:00 P.M. (PST)
- 2. QUESTIONS:** All questions must be submitted via Planetbids.com prior to Thursday, September 17, 2020. All questions will be reviewed and addressed accordingly with responses posted on the Planetbids.com
<https://www.sanpabloca.gov/Bids.aspx>.

3. **PROPOSAL FORMAT:** Each submittal must be accompanied by a complete copy of these specifications. All blanks in specifications must be filled in or proposal may be considered unresponsive. Vendors are asked to organize their proposal as stated in the RFP, including all of the forms and requested information contained in this RFP see Sections 7 and 8. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the Cities.
4. **VENDOR QUALIFICATIONS:** The Vendor has furnished Computer Aided Dispatch, Mobile Reporting, In-Field Reporting, Records Management System, Training Management System, Property System, materials, installation, and training services in California within the past five (5) years.
5. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: responsiveness to RFP; quality and completeness of proposal; total cost (including on-going operating costs); Vendor's customer satisfaction and products in similar installations; Vendor's knowledge and experience, including experience with migration of a CAD/RMS system. Vendor's ability to perform in a timely fashion; and the Cities' perception of Vendor's financial stability (Refer to Section 9 for more details on the selection process. The selection will be at the discretion of the Cities and may be made in any manner that best meets the needs of the Cities.

Any objections to the intended award of contract shall be made in writing and submitted to the City of San Pablo 24 hours in advance of the City Council meeting at which the award shall be considered.

- 6. SUBCONTRACTORS:** The Vendor recognizes that a substantial inducement to the Cities for entering into this Agreement is the reputation, experience and competence of the Vendor. Assignments of any or all rights, duties or obligations of the Vendor under this Agreement will be permitted only with the express written consent of the Cities. Vendor shall be fully responsible to the Cities for all acts or omissions of its subcontractors. Nothing in this Agreement shall create any contractual relationship between the Cities and subcontractor nor shall it create any obligation on the part of the Cities to pay or to see to the payment of any monies due to any such subcontractor other than as otherwise required by law.
- 7. PROPOSED CONTRACT:** Attachment A of this RFP is the Agreement that the Cities intend to use in awarding this RFP. Vendors should review the terms and conditions contained in the Agreement and must note in their Proposal any exceptions, additions, or modifications they would propose for consideration by the Cities. If no exceptions are noted, then Proposer will be deemed to have accepted the terms of the Agreement. Blanket substitution of the Vendor's standard contract for the Cities Agreement will not be permitted. The chosen Vendor will be required to submit two original sets of the contract once decision has been made to award. In the event the chosen Vendor fails to return the documents to the Cities in a timely manner, the Cities may negotiate with another finalist or reject all proposals.
- 8. DELIVERY:** All goods and services shall be delivered to the Cities destination. Vendor shall deliver completely by the dates agreed to in this agreement. Failure to deliver in a timely fashion is cause for the Cities to terminate this agreement.
- 9. FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the Cities to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any discrepancy between the unit price and the extended or total price shall be resolved by taking the lower price. Upon receipt of this proposal by the Cities, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.
- 10. SIGNATURES:** The undersigned understands and agrees that the conditions set forth in the instructions to Vendors, the terms and conditions, and the specification, together with the proposal and any other documents submitted in response to the foregoing, shall form a part of and be construed as part of the purchase order/contract.

INSURANCE REQUIREMENTS

1. INSURANCE REQUIREMENTS FOR CONTRACTORS

Vendor shall procure and maintain insurance for the duration of the agreement against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Vendor, their agents, representatives, employees or subcontractors. The cost of such insurance shall be included in Vendor's proposal.

2. SCOPE AND LIMITS OF INSURANCE

Insurance requirements shall be as identified in Attachment A.

INTRODUCTION / BACKGROUND 1

1.1 The Project

The Cities are looking to purchase a fully-integrated turnkey system for the Cities' Police Departments that includes a Computer Aided Dispatch System, Records Management System, Report Writing, Mobile Field Reporting, Training Management System, Property Module, and connectivity to local, county, and state agency systems, and additional modules listed. The Vendor selected will be responsible for the implementation of all selected components, project management, training, data migration, and providing a complete installation that meets the performance requirements as stated in the final contract.

Background Check

Vendor staff will have access to confidential and sensitive data files and shall subject to a Department of Justice and Criminal History background check. All employees of Vendor who will participate in the project will be required to provide a valid issued driver's license or equivalent photo identification before they will be permitted to begin work on the project. Failure to pass the background check shall exclude any employees of the Vendor from access to confidential and sensitive files.

1.2 TRI-CITY Consortium Background

The Cities are located approximately 25 miles east of San Francisco. The Pinole Police Department houses the communications center which provides public safety dispatching services for the San Pablo, Pinole and Hercules Police Departments. The San Pablo Police Department houses the CAD/RMS serves and related components and equipment. The combined population of the Cities of San Pablo, Pinole and Hercules is 76,065 and are within an area of fifteen (15) square miles. In order to continue to provide the highest level of public safety service to the citizens, the Cities have embarked on an initiative to replace its Computer Aided Dispatch and Records Management Systems.

The San Pablo, Pinole and Hercules Police Departments employ 121 sworn police officers and 31 professional civilian staff, including 12 dispatchers to handle citizen and officer-initiated calls, activities and incidents. Typically, three dispatchers staff the communications center, with the supervisor on-site during the day shift. The dispatchers perform police radio requests for CLETS/NCIC (California Law Enforcement Telecommunications System and National Crime Information Center).

In addition, dispatchers must monitor radio traffic, answer 9-1-1 emergency and non-emergency calls and handle all police department administrative calls after hours (act as PD telephone operators). Records personnel are trained in call-taker techniques and may enter calls for service from their desks in the records bureau.

The current **CAD/RMS** Systems (Tyler Tech) was installed in 2003. In 2012, Mobile In-Field Reported was implemented. Since the initial implementation, there have been several upgrades to the system along with the hardware environment over the years.

1.3 Current Systems Environment

The San Pablo, Pinole and Hercules Police Departments, currently utilizes the Tyler Tech Computer Aided Dispatch (CAD), and Tyler Tech Record Management System (RMS) and FileOnQ for property and evidence.. Several of these may require various levels of direct system integration with the new proposed system, others will require a complete migration of the data to the new system. Please detail your company's experience with integrating/migrating these systems as applicable:

Tyler Tech for CAD / RMS / Mobile / AVL / Ecomm / Booking
Emergency CallWorks Nex-Gen 911 Call Handling System
FileOnQ for Evidence and Property Tracking
Laserfiche Document Management System
LexisNexis for Coplogic / Accurant (formerly Bair Analytics)
Vigilant ALPR
AXON Body Cameras
KATS K9 Activity Tracking System
California Law Enforcement Telecommunications System (CLETS)
Automated Regional Information Exchange System (ARIES)
Gemalto Fingerprinting System (LiveScan)
Department of Justice – California Sex and Arson Registration (CSAR)
Evidence.com
Contra Costa Message Switch – Justice Automated Warrant System (JAWS) &
Consolidated Records Information Management System (CRIMS)

PURPOSE AND OBJECTIVES

The Cities are requesting proposals for a fully-integrated comprehensive public safety software including Computer Aided Dispatch, Records Management, Mobile Computing System, and all related modules. Information and requirements for submitting a proposal are included in this Request for Proposal (RFP).

The Cities desire to acquire this fully-integrated comprehensive software to satisfy all the computing needs of their police departments from a single Vendor. While this is not an absolute requirement, single-Vendor solutions will be given greater weight.

Additionally, the Cities would like to operate in a nearly paperless environment in which any form or piece of information can be easily printed when necessary, but in which paper filing is not the norm.

The components of the software to meet this need ideally will include all of the following modules/functionalities. Vendors who have a majority of these functionalities should respond to this RFP. Some of these functionalities are more important to the Cities' police departments and will be given greater weight during the evaluation.

2.1 CAD (Computer Aided Dispatch Software)

Citizens contact the police departments via multiple methods to report a crime. Voice call via business lines, 9-1-1, Text to 9-1-1, or TTY/TDD. Resources are allocated to assist the citizen. A record is kept of the transaction. Necessary reports are taken at the location, transmitted via an electronic system that allows all designated user's access.

- Reporting information is easily accessible in a user-friendly system.
- Employees can access information without making multiple inquiries.
- Citizens have easy access to information to answer their questions (e.g., crime stats, daily bulletin).
- Interface should be intuitive to anyone using it.
- Forms are available on-line electronically. Manual forms should be minimized.
- Citizens can fill out specific forms on-line.
- Technology is secure, efficient, works, and is easily supported.

2.2 Reporting system is simple and easy to use for all staff. Reporting information is easily accessible in a user-friendly system.

- Intuitive to all staff that use it.
- Features should be easy to access/use by all staff levels.
- Staff productivity is increased.
- Requires minimal amount of training and skills maintained by all users not just 'power users.'
- End users are able to utilize the system and investigate its features to its fullest capabilities.
- Officers are able to quickly complete on-line reports.
- Minimal steps are necessary to enter a call for service.
- On-line forms allow officer / staff to complete / print / save electronically.
- Manual forms are minimized.
- Staff can search and create ad-hoc reports in a user-friendly system. Search facilities should be easy to use for all levels of users.
- Information is accessed quickly

2.3 Reporting information is entered once and takes a reasonable amount of time to enter.

- Entering information should only take minutes.
- Information is entered once – and replicated to the necessary fields, forms or reports. Information is shareable electronically without entering repeatedly (auto- populate data fields).
- Decrease amount of time spent writing reports.

2.4 Reporting Information is accurate.

- Penal codes and UCR codes are reconciled automatically.
- All users are trained to effectively use the technology. Data entered can easily be updated.
- The technology is easy to enter information into.
- Warnings / flags in the system are clear and assist the users.
- Report of Record should be retrievable via the system after electronic approval.
- Trust and confidence that what is in the system is accurate.

2.5 Staff can easily find/process any type of reports.

- All the information related to a case is available in a single location.
- Officer can electronically route to supervisor for review. Supervisors can electronically transfer back to officers for corrections.
- Supervisors are able to easily approve and route reports electronically.
- Appropriate staff receives electronic copies rather than paper copies of reports.
- Specific report formats options are available based on type of incident (Crime, Informational, Traffic, etc.).
- An official documentation (report of record) is available on-line for staff.
- Systems are in place to ensure that the process continues to be efficient and run at an optimal level.
- User-friendly tool for crime analysis
- Supervisors can approve reports in one-click.
- Supervisors can track officers' time spent on different activities.

2.6 Integration between System components is seamless to the user.

- All the information / elements / paperwork for a case are accessible via one location / interface.
- Staff is able to query information in the different repositories (CAD, RMS, Field Reporting, Modules such as traffic report, evidence, etc.) in one query.
- Records staff has access to reports immediately.

2.7 The technology used is secure, efficient, can be easily supported and works. The technology requires minimal intervention. The technology enables (not hinders) the officer.

- Vendor is proactive to customer needs and adapts easily to changes in technology.
- Access to reliable and up-to-date technology.
- Support of the technology is easily assimilated in the staff's workload

SYSTEM REQUIREMENTS

This section delineates in detail the specific functions required of the system requested. It does not describe how a proposed system is to implement these functions as each Vendor's system will be unique in that respect.

Vendors shall also list all exceptions to the functions specified in this section. Failure to do so may be cause for disqualification or the Cities may direct the Vendor, if selected, to implement the missing features at no cost to the Cities.

All PROPOSERS must place the appropriate letter as indicated below in the RESPONSE column of the tables 3.1 thru 3.10.

I = Included. Requirement is met by Vendor's base product.

M = Modification required. Base product has this feature or function, but some modification will be required to meet the specific requirement. Explain any modifications required in Section 7.2 of your proposal and note the reference number in the Reference column in the table. Cost, if any, must be itemized in the Pricing Section.

C = Custom enhancement. The Vendor's base product does not contain this function or feature but it will be added to meet the requirement. Cost, if any, must be itemized in the Pricing Section.

N = Not provided nor proposed.

If any requirement is **NOT** included in your proposal, use one of the following criteria to respond:

1. If a requirement is not available within the proposed application, identify each item.
2. If the requirement is available in an application but not the application proposed, state that and identify that application. (If this alternative application is not in proposal identify application and include the cost in Section 7.3).

3. If the requirement is currently not available but will be in your next planned release, please state that and the date the next release will be available.
4. If the requirement exists in another application included in the proposal, state where and what the application is that contains it.

Use the Reference column for any other comments or explanation for requirements. The comments and explanations should be included as an attachment identified as an "Exceptions List".

3.1 General System Requirements

REQUIREMENT	RESPONSE	REFERENCE
The system proposed is Microsoft Window based.		
The system runs on a Windows 2010 through 2016 Server/Windows 8 Professional or later platform.		
CAD and Records Management are one integrated system, not two systems interfaced to each other.		
System offers a browser based interface for public information that is easily managed.		
All proposed application software is from one Vendor. Separately identify the software of other Vendors if present.		
Required Migration of all existing CAD and RMS data.		

3.1.1 User Features

REQUIREMENT	RESPONSE	REFERENCE
The system recognizes and provides for simultaneous handling of multiple transactions. Configurable to Agency needs.		
The system utilizes function keys for frequently used CAD transactions, e.g. Incident Initiation. Configurable to Agency needs.		

3.1.1 User Features – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system automatically checks reference data files during data processing. Configurable to Agency needs.		
The system utilizes well organized, easy to read screen formats. Day / Night mode available. Configurable to Agency needs.		
On line help is available via keystroke or menu item.		
The system automatically validates entered data with automatic presentation of valid values when an invalid value is entered. Configurable to Agency needs.		

3.1.2 Commands, Menus, Function Keys, and the Mouse

REQUIREMENT	RESPONSE	REFERENCE
The system utilizes not less than four (4) methods of initiating actions: command entry, menu selection, function key, and mouse selection to accommodate user preferences. Configurable to Agency needs.		
The command entries consist of a command identifier and data parameters in conjunction with a function key (if necessary). Configurable to Agency needs.		
Command entries are available for all commonly used dispatch functions where the number of data items to be entered makes this method of entry desirable (as opposed to displaying and filling in a form). Configurable to Agency needs.		
Menu selections extend to multiple sub-menus, where appropriate.		

3.1.2 Commands, Menus, Function Keys, and the Mouse – Continuation

REQUIREMENT	RESPONSE	REFERENCE
Menu selection is available for all functions that are performed by occasional, casual users of the system. Based on security preferences.		
Function keys are used to implement commonly used dispatch functions. And/or Command Line.		
Function keys are used for single key retrieval of blank incident forms and/or Command Line.		
Most functions can be initiated using the mouse.		
Keyboard commands are available to duplicate mouse functions for CAD.		

3.1.3 Multiple Screen Functionality

REQUIREMENT	RESPONSE	REFERENCE
The system supports execution and maintenance of simultaneous events for different agencies.		
Multiple simultaneously open application windows are supported. For example, a user can have an incident, person, and vehicle records all displayed simultaneously. ORI Based		

3.1.4 Interfaces

REQUIREMENT	RESPONSE	REFERENCE
Contra Costa County Message Switch (via AWS Interface to make CLETS queries from within CAD & RMS). Refer to Section 3.8.		
LaserFiche Imaging (transfers photos and associated Identifying information into RMS).		
Cogent AFIS (transfers AFIS ID number into RMS MNI record and sends LiveScan mandated fields back to AFIS; bi-directional).		
Contra Costa County ARIES interface or equivalent such as LINX or C.R.I.M.S. The ability to export persons, locations, vehicles, case, FI, and citation data to a data warehouse.		
Contra Costa County ARIES interface to support the ability to collect information from the RMS and populate it into the JMS pre-booking module.		
The system supports the ability to import data from field-data collectors such as handheld computers, smart phones, etc.		
System provides an interface capable of selectively sharing CAD and RMS data with other agencies either using the same product or a competitive product.		
System has the ability to produce an electronic file for submission to the California DOJ E-CARS system.		
System provides / supports an interface with CopLogic software.		
System provides / supports an interface with Auto Cite software.		
System provides / supports an interface with SmartJustice.		

3.1.5 Security Considerations

REQUIREMENT	RESPONSE	REFERENCE
All system users are required to sign onto the system before being given access to any system function. ORI BASED		
The sign on form includes fields for user ID and password. FBI CJIS		
The password is not displayed when entered. ORI BASED		
After the password is verified, the system automatically attaches the user to a security group that determines what system functions he or she may access ORI BASED		
Security granularity extends to individual control of access to view, modify, add and delete functions for each application screen. ORI BASED		
The passwords and security group assignments are changeable by authorized personnel only at the highest security level. ORI BASED –Two Factor Verification		
The security groups are configurable. Data Dictionary in layman terms – ORI BASED		
The System Manager is able to create and modify security groups, defining system access down to the function level. Data Dictionary in layman terms.		
The System allows the tracking and audit of user logins.		
The system allows the tracking of users that access, view, print, search, edit, delete, or modify a record or report.		
Each terminal shall have a security group setting.		

3.1.6 Single Point Data Entry

REQUIREMENT	RESPONSE	REFERENCE
Data entered into the system either directly or indirectly is propagated to all relevant databases.		
Data entered into the system either directly or indirectly is available to all relevant system functions. And/or removed either directly or indirectly		
Once entered, there is no requirement for re-entry of data to satisfy the needs of a different sub-system.		
All modules of the system are completely integrated.		

3.1.7 Call Taker / Dispatcher Functionality

REQUIREMENT	RESPONSE	REFERENCE
The system supports a call taker taking the call, filling in the incident form, and automatically be sent appropriate dispatcher. No routing – ORI BASED		
The system shall route the incident to the appropriate dispatch position. Fire is not dispatched in our system. Policy driven /ORI based.		
The dispatcher receives an audible and/or visual indication that a new incident has arrived for dispatch.		
The system shall be flexible enough to allow any position to be used for any system function, dispatching, call taking, and records. (Security Based)		
Changing a workstation's function shall not require reconfiguration of the system. (Security Based)		

3.1.7 Call Taker / Dispatcher Functionality – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system should allow for the clearance of “RT or RTF” (Report Taken/Report to Follow) to be attached to the Officer/Unit requesting the clearance and not the Primary Unit (First Unit Dispatched/On Scene)		

3.2 CAD System Functions

Key to the Computer Aided Dispatch portion of the system is incident handling. Since this is a particularly critical function, it is important that its implementation be as complete and easy to use as possible.

3.2.1 Incident Entry

REQUIREMENT	RESPONSE	REFERENCE
Two incident formats shall be provided for the entry of incident information, one for calls for service from the public, and the other suitable for officer initiated activity.		
<p>The call for service screen shall allow entry of the following information:</p> <ul style="list-style-type: none"> • Incident location to include full address, apartment number, suite number, and city with GIS address validation. • Incident type • Response priority • Caller name, address, telephone number, location of caller • Incident details • Vehicle information (license plate, make, model, year, color) • Contact PH # field should have the ability to list two contact numbers • Configurable to needs of the agencies 		

3.2.1 Incident Entry - Continuation

REQUIREMENT	RESPONSE	REFERENCE
The incident location and city information shall be validated against a geographical database immediately after entry.		
The incident type shall be validated when entered.		
Validation shall take one second or less.		
The response priority shall be a function of the incident type but enterable by the call taker as well – Configurable to agency needs.		
The incident details shall allow at least 150 characters of text to be entered at one time.		
Vehicle information shall be recorded as data items, not just text – Include CLETS Data.		
The officer form shall be designed to facilitate entry of traffic stops.		
The officer form shall allow the easy entry of unit, location, plate, make, model, colors.		
The officer form shall support other officer initiated incidents and shall not be limited to traffic stops.		
Upon entry of a vehicle license plate, the CAD System shall immediately search its database and retrieve make, model, year, color and CLETS information directly into the form.		
Upon entry of a vehicle license plate, the CAD System shall immediately display a history of recent contacts with the vehicle.		

3.2.1 Incident Entry - Continuation

REQUIREMENT	RESPONSE	REFERENCE
Upon entry of a vehicle license plate, the CAD System shall look up the person associated with the vehicle and display pertinent information about the person including but not limited to recent contact history, officer safety notations, and arrest, warrants, CLETS data, and suspect information.		
The system should allow for the clearance of "RT or RTF" (Report Taken/Report to Follow) to be attached to the Officer/Unit requesting the clearance and not the Primary Unit (First Unit Dispatched/On Scene)		
After initial entry of information, the system shall verify the incident location against a geographical database (ESRI ArcGIS GEO file).		
The geographical database shall be capable of verifying locations entered as street addresses, street names, hundred blocks, place names, and intersections without relying on exact matching of entered location.		
The geographical database shall be capable of attaching documents to a verified location.		
Partial street place names and Soundex-type matching shall be supported.		
Multiple matches of the entered location shall result in a matches list from which the user can select the correct location.		
The GEO file shall return the nearest cross street and the standard spelling of the location to facilitate historical retrieval.		

3.2.1 Incident Entry - Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system shall automatically search its database for previous incident history and shall retrieve and display summaries of the ten (10) most recent incidents at the location.		
The system shall automatically search its databases for reporting party information and shall retrieve and display summaries of the ten (10) most recent contacts with the reporting party.		
The system shall automatically search its databases for premise information unique to the location and shall, when available, display a button or icon the user can select to display the information. This record may contain hazardous material information, the names of emergency contacts (for businesses) or special handling information for residents who may be handicapped or elderly.		
There shall be a visual feature to easily mark a comment as urgent or important.		
There shall be a visual to let the call taker know that the caller's phone number has been linked to other incidents and should take a mouse click or similar to retrieve the information.		
The system shall search its databases for vehicle history and shall retrieve and display (for traffic stops) summaries of the most recent five contacts with a vehicle whenever one is entered as part of an incident.		

3.2.1 Incident Entry - Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system shall automatically search its databases for street information and shall retrieve any available information about the street location from the geographical databases.		
The most important available information shall be automatically displayed for dispatchers with indicators to alert the dispatcher to the availability of other pieces of information.		
The dispatcher shall be able to display the retrieved information via a short key sequence, a function key, or mouse.		
The system shall interface with an E9-1-1 controller to automatically receive caller location and telephone number information when an E9-1-1 call is received. Outline capabilities for Text to 9-1-1.		
Receipt of the E9-1-1 information shall cause the CAD system to automatically present the information in an incident entry form at the answering call taker position.		
The system shall automatically check for and display a list of previous incidents at the E9-1-1 supplied location.		
E9-1-1 Phase II caller location is supported with the caller's location or probability circle automatically drawn on the CAD map for the call taker.		

3.2.1 Incident Entry – Continuation

REQUIREMENT	RESPONSE	REFERENCE
When the user commits the transaction, the system shall assign a system generated incident number to the incident and record the date, time and dispatcher handling the call. The number shall be unique number not used anywhere else in the system.		

3.2.2 Incident Handling

REQUIREMENT	RESPONSE	REFERENCE
The dispatcher shall be able to update the existing incident information once the incident has been created.		
The dispatcher shall be able to add an unlimited number of additional comments once the incident has been created via command line or mouse.		
Each additional comment added to an incident record shall be time and date stamped.		
The dispatcher shall be able to assign an unlimited number of additional units to an incident.		
The dispatcher shall be able to record all status changes from assigned units once the incident has been created.		
The dispatcher shall be able to clear units and close the incident once the incident has been created.		
The incident history shall always be shown as part of the incident detail display.		

3.2.2 Incident Handling – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The incident display must include all times for the incident: call received, entered, dispatched, enroute, unit clearing, onscene, closed.		
The incident display must include all times for each unit assigned to the incident: dispatched, enroute, onscene, clear, dispatched-to-onscene, onscene-to-clear, dispatched- to-clear.		
Multiple incidents can be simultaneously displayed and updated.		
There must be a way to enter and schedule incidents to appear at a later date and time, either once or periodically. Such incidents should automatically appear in the incident queue at the specified time. It should also be possible to pre-assign a specific unit to the incident when it is scheduled.		
The system shall include the ability to attach photos to an incident.		

3.2.3 Unit Recommendation and Dispatch

REQUIREMENT	RESPONSE	REFERENCE
The system shall be able to recommend units to respond to police incident.		
Response algorithms shall be based on incident location, incident type, unit availability, and GPS location.		
For police responses, the recommendation shall show the beat unit, if available or an unavailable unit from an adjoining beat if the beat unit is not available.		

3.2.3 Unit Recommendation and Dispatch – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The dispatcher shall be able to accept the recommended dispatch with a single key or edit the recommendation as needed.		
For officer initiated incidents, the unit will be the unit calling; the unit will be entered on the initial incident form and will automatically be on scene, unless another option is chosen.		
There shall be a customizable screen for dispatchers and call takers.		
The system must support multiple command lines.		
Dispatchers must be able to free and hold a unit in one simple command.		
The system must support NCIC queries via the command line.		
The system shall allow multiple case numbers per incident in one command.		
The system shall be able to create a case number from an incident without reopening the incident		
There shall be a log of unit's prior incidents. ORI Based		
There shall be a log of unit's prior status changes. ORI Based		
The system must compile and print a Shift Bulletin. Configurable to agency needs. ORI Based with Configurable Security Rights.		
The system must compile and print a Media Bulletin. ORI Based with Configurable Security Rights.		
The system shall have an ad hoc searching ability to search incidents by time of day, day of week, unit, officer, location, type, etc. ORI Based with Configurable Security Rights.		

3.2.3 Unit Recommendation and Dispatch – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system shall be able to print a full sanitized version of an incident suitable for the public. ORI Based with Configurable Security Rights.		
The system will have many built in reports that only require a date range; time response charts; time spent at locations; officers and dispatcher activity, false alarm reports, etc. ORI Based with Configurable Security Rights.		

3.2.4 Unit Handling Functions

REQUIREMENT	RESPONSE	REFERENCE
The system must have the “Free a Unit” command to return a unit to a clear status but not close the incident the unit has been assigned to.		
The system must have the command “Reassign a Unit” to reassign a unit from one incident to another, returning the first incident to the pending status rather than closing it if there are no other units assigned to the first incident.		
The system must have the command “Exchange Units” to dispatch a unit to an incident while simultaneously clearing a unit it is replacing.		
The system shall have an easily entered “pursuit mode” to facilitate entry of continuous narration of vehicle and foot pursuits. In pursuit mode, each time the dispatcher presses ENTER the current entry shall be recorded with a time stamp and a new entry line presented.		

3.2.4 Unit Handling Functions – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The dispatcher must be able to hold one or more pending incidents for a particular unit with an indication in the incident status display.		
The system must have the ability to have a Unit location different from the Incident location.		
The system must have the ability to attach the issued case number to the responsible unit (Beat Unit) not the primary or first unit on the scene.		

3.2.5 Rotation Towing

REQUIREMENT	RESPONSE	REFERENCE
The system shall be capable of recommending a vehicle tow company upon request.		
The tow company recommended shall be the next company on the rotating list.		
The frequency of rotation shall be configurable, i.e., each call, daily, weekly, etc.		
The system shall be capable of allowing the manual selection of “next up” on the tow list.		
The selected tow company shall be recorded in the incident record.		
The system shall handle tow requests for big rigs, RVs, hazmat and driver’s choice.		
The system must allow a dispatcher to manually select a rotational tow.		

3.3 Police Records Management Functions

3.3.1 Master Name File

REQUIREMENT	RESPONSE	REFERENCE
The Master Name file maintains the database of persons encountered by the agency.		
Master Name information is entered as part of other data entry, i.e., incident, officer reports, citations, but can also be entered directly into the database.		
The system matches new information to the Master Name file with existing persons in the database when appropriate.		
The Master Name file has two parts for each person: personal information (name, address, height, weight, etc.) and the history of contacts with the person.		
When a Master Name record is displayed, both parts of the record are displayed.		
The personal information may be a subset of the total if all the information cannot be accommodated on the screen, but the rest shall be retrievable via a single key stroke or mouse click.		
The history display shall always initially display the most recent encounters with the person.		
The Master Name function shall include the ability to page through the Master Name file.		
The Master Name function shall include the ability to page through the Master Name history for a given person.		
The Master Name function shall include the ability to add, update, or delete a Master Name record based on security rights.		

3.3.1 Master Name File - Continuation

REQUIREMENT	RESPONSE	REFERENCE
The Master Name function shall include the ability to add, update, or delete a history entry based on security rights.		
The Master Name function shall include the ability to print a Master Name record with or without criminal history log information.		
The process used to look up a person in the Master Name file must be flexible enough to aid in locating the person when only a partial name or misspelled name is available, to include use of wild card searches.		
<p>The logic of the Master Name look-up shall include:</p> <ul style="list-style-type: none"> • Searching on the name as entered • Matching on any aliases used by the person • Searching on last name only • Searching for sound-alikes of the entered name • Match beginning of last name only • Allow the use of wildcards • Match on first name or any other field in the master name 		
When multiple matches are found the user shall be given the opportunity to page back and forth through the list of matching names, looking at individual records as desired.		

3.3.1 Master Name File – Continued

REQUIREMENT	RESPONSE	REFERENCE
The system shall collect Scars, Marks, Tattoos that correspond the NCIC standards.		
The system shall support electronic file attachment.		
The system shall collect photographs or mugshots.		
The system must be able to create a photo line-up		
The system shall have the ability download all CLETS and NCIC forms into the system to include the data elements from CLEWS		

3.3.2 Police Reports

REQUIREMENT	RESPONSE	REFERENCE
The system shall support direct entry of police reports from information collected in the field by officers.		
The system shall provide a method for capturing DUI interviews and field sobriety test results, detailed information about incidents of Domestic Violence, comprehensive Traffic report module.		
The system shall maintain a reports log.		
The reports log shall be easily viewed and browsed.		
The reports log shall contain the police report number, date, offense, officer, and status, at a minimum.		
A command shall be provided to permit easy generation of a police report number.		
Pertinent incident information shall be automatically transferred to the police report record from a CAD incident record when it is created.		
Police reports shall include a cover sheet - who, what, where, when.		

3.3.2 Police Reports – Continuation

REQUIREMENT	RESPONSE	REFERENCE
Police reports shall contain information about an unlimited number of persons' involved - personal information, connection to incident, and information specific to their connection (for victims, suspects, etc.).		
Information from police reports shall be automatically propagated to the Master Name File.		
The police reports shall contain vehicles involved information. Detailed vehicle information shall be recorded and propagated to the associated vehicle file.		
The police reports shall contain method of entry and other specific information required for the UCR/NIBRS/CIBRS reports.		
The police reports shall contain narrative and unlimited subsequent supplements.		
Integral spell checking for narratives and supplements shall be provided.		
The system shall allow the user to "cut and paste" text from a word processing program to a narrative/supplement.		
The police reports shall contain officer/reviewer signoff and report routing.		
The report screen shall include the ability to add an unlimited number of photos and other images to the report.		
The report screen shall include access to a log of all state queries associated with the report & the associated returns.		

3.3.2 Police Reports – Continuation

REQUIREMENT	RESPONSE	REFERENCE
It shall be possible to associate an unlimited number of other files with the report (PDF, spreadsheets, etc.)		
A notes section (besides that associated with the case investigation) shall be included.		
Explicit tracking of assaults on officers must be included for each case.		
An approval log must be available to list all reports not yet approved by a supervisor.		
A method must be provided for supervisors to approve cases that includes; electronic routing of reports from supervisor to officer and back, from supervisor to records, from records to officer and back.		
The approval process must allow supervisors and records clerks to attach lists of problems with reports to the report for the officer to correct.		
The system shall allow Supervisors, based on security rights and ORI to make minor edits to the reports.		
The officer must be able to individually check off problems as corrected and the supervisor must be able to individually check-off corrected items as verified.		
Once approved, a case must be "locked," i.e., not subject to change (except for supplementary narratives) except by personnel with sufficient security level.		
The system must collect and tally solvability factors.		

3.3.2 Police Reports – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system must support an agency creating their own fillable forms that auto-attach to the case.		
The system must support routing internally and externally for the case.		
The system must have a subsystem to support prosecuting attorney access.		
The case report must allow attachments for any supported Windows file, photographs, video, etc.		
The case must be able to be marked confidential, confidential to a specific division, confidential to a specific agency if multi-agency.		
The case report must have a visual notification if the case isn't to be released.		
The case report must be able to be redacted and saved electronically, as well as, watermarked within the case itself.		
Police Reports can be sealed – locking access to authorized personnel through RMS.		
The system allows the sealing of one subject / suspect on a report that has multiple subjects / suspects listed.		
Police Reports can be expunged through RMS.		
A Court Discovery Packet can be printed from RMS with a watermark.		
The system allows a 2 step verification process.		

3.3.3 Case Investigation Management

REQUIREMENT	RESPONSE	REFERENCE
The system shall provide a case investigation log by detective, officer, or all cases under investigation with features similar to the officer log report.		
The system shall provide a case investigation status detail display.		
The system shall provide appropriate status and progress reports.		
The system shall have a feature for assigning follow ups to both investigators and officers that will track the follow up due dates and work complete.		
Information kept for each case in the investigation file shall include detective, date assigned; follow up date, victims, suspects, investigation, court dispositions and date closed.		
There shall be a mechanism in place to allow the property officer to send inquiries to investigators and officers to request information regarding a piece of property.		

3.3.4 Citations

REQUIREMENT	RESPONSE	REFERENCE
The system shall provide means to track traffic, parking, and written courtesy citations and associate persons and vehicles with them.		
An on screen citation log must be available that shows all recent citations with an option to just show those for a particular officer.		
The system shall include the ability to attach photos to citations.		

3.3.5 Vehicles

REQUIREMENT	RESPONSE	REFERENCE
The system shall maintain a CLETS data driven database of vehicles.		
The vehicles database shall be built by entries generated by incidents, police reports, and citations, but can also be entered directly into vehicle database.		
Vehicle lookup shall be possible by entering a vehicle license plate, make and model, descriptors or any combination above. Wildcards must be supported.		
The system must allow examination and selection from a list of matches.		
A vehicle display shall include information about the vehicle (make, model, color, etc.) plus a history of contacts with the vehicle to include associated persons.		
The most recent history entries must be displayed.		
The system shall include the ability to attach photos to a vehicle record.		
Vehicle functions shall include updating and deleting vehicle information. Deleting based on ORI & Security Rights		
Vehicle functions shall include adding and deleting history entries. Deleting based on ORI & Security Rights		
The vehicle record shall support officer safety warnings.		
The vehicle record shall support attachments of photographs.		

3.3.6 Property & Evidence

REQUIREMENT	RESPONSE	REFERENCE
The system shall include a property subsystem that will enable the department to keep track of all property associated with cases and incidents. All Tri-City Agencies use File on Q.		
The property subsystem shall enable the department to keep track of property that is in its property room and on the digital evidence server.		
The system shall include a property log that shall record each property transaction, including property checked in and out of the property room.		
The system shall allow the user to access property records via a serial number, brand, model, or item name and description.		
The system shall support bar coding.		
Multiple matches of property shall generate a selection list.		
The property system shall include the capabilities to add, delete, and modify property based on ORI and Security Rights		
The system shall support ad hoc searching and reporting.		
The property system shall allow the user to page through the property records.		
The system shall support custom bar code labels Configurable & based on ORI		

3.3.6 Property & Evidence - Continuation

REQUIREMENT	RESPONSE	REFERENCE
The property subsystem shall enable the department to audit property that is in its property room and on the digital evidence server on a daily, weekly, monthly and annual basis. The system shall enable periodic checks of the property room and associated areas.		
The property system shall allow the user to page through the property records.		
The ability to track chain of custody and print a report from the property system.		
Property system provides the ability to generate a report that identifies when property can be purged by property type.		
Property system provides the ability to export data to a spreadsheet using the following; property type, date, or disposition.		

3.3.7 Vehicle Maintenance

REQUIREMENT	RESPONSE	REFERENCE
The system shall provide a vehicle maintenance subsystem to assist in tracking the maintenance and other history of the vehicle fleet.		
The vehicle maintenance subsystem shall keep track of "service due" dates.		
The vehicle maintenance subsystem shall keep track of vehicle physical status.		
When recorded during the "officer on duty" sequence, the system shall provide the ability to enter officer identification and vehicle mileage into the vehicle history.		

3.3.7 Vehicle Maintenance – Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system shall allow the downloading of agency created documents via a “Doc-Tab”		

3.3.8 Field Interviews

REQUIREMENT	RESPONSE	REFERENCE
The system shall include the facility to enter field contact information into the database as a “Field Interview” with the person information automatically recorded in the Master Name file.		
The system shall include the ability to attach photos to Field Interview.		

3.3.9 Training Management System

REQUIREMENT	RESPONSE	REFERENCE
The system interfaces with P.O.S.T.		
The system tracks and records P.O.S.T. and non P.O.S.T. courses for police officers, dispatchers, and professional staff.		
The system has a P.O.S.T. audit/compliance function.		
K9 Training Management		

3.3.10 Other Records Management Files

REQUIREMENT	RESPONSE	REFERENCE
Proposed software includes databases for the following:		
• Sex Offenders		
• Narcotics Offenders		
• Known Offenders		
• Arsonists		
• Parolees		
• Probationers		
• Gangs/Gang Members		
• Civil		
• Subpoenas for Agency Personnel		

3.3.10 Other Records Management Files - Continuation

REQUIREMENT	RESPONSE	REFERENCE
• Protection Orders		
• Be on the lookout (BOLO) – Persons & Vehicles		
• Missing Persons		
• Document Release Log		
• Stolen Vehicle Log		
• Arrest Log		
• Accident Log		
• Warrants		
• Search Warrants		
• Pawn		
• Concealed Firearm Application/Permits		
• Firearm Purchase Denials		
• False Alarm Module and False Alarm Log		

3.4. Other Required Functions

3.4.1 Instant Access to Detailed Records

REQUIREMENT	RESPONSE	REFERENCE
The system shall support display of detail records (related to the current display). For example, when a master name record is displayed, the person's history will include references to incidents, officer reports, FIs, citations, etc. The user shall be able to quickly and easily (mouse selection preferred) display the detail record for any of these associated records without leaving the current display.		
The display of the detail records shall be shown as an overlay to the current display.		
No updating of the information in the overlay shall be permitted.		
Items on the overlay shall also be available for display in a subsequent overlay.		

3.4.2 Ready Reference

REQUIREMENT	RESPONSE	REFERENCE
The ready reference file shall provide an electronic means to store various pieces of reference information including telephone lists, training bulletins, house watch list, and department procedures and directives.		
The ready reference file shall provide an easy means to enter, organize, and retrieve this reference information.		
The system shall support document, photograph, video, etc. attachments to the ready reference file.		
Retrieval of ready reference information shall be allowed from a ready reference index display or directly via a brief identifier associated with each entry.		
Entries in the ready reference file shall consist of text information.		
There shall be no limit on the length of each entry.		

3.4.3 Search Capabilities

REQUIREMENT	RESPONSE	REFERENCE
The system shall provide database search capabilities that will allow the user to freely specify search criteria and search any database in the system.		
A list of matching entries shall be created that shall be able to be reviewed on screen or printed.		
The raw data results should be displayed and easily sorted.		
The searches should be able to be saved for use at a later date, including all of the previous sorting.		

3.4.3 Search Capabilities – Search Capabilities

The system shall allow the use of; beginning with, exactly matching, contains, and, or, not, greater than, less than and more when creating a custom search.		
The search results must be available in graphical form.		
The search capability shall not rely on any knowledge of databases or database structures. Describe how this is accomplished in a separate attachment to your proposal.		

3.4.4 Database Maintenance Functions

A means shall be provided to update, add to, and otherwise maintain most system databases, even those that are not maintained in the normal course of everyday operation of the system.		
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3.4.5 Help Screens

On line help shall be available to aid the user in the operation of the system.		
Displaying a help screen should only require pressing a dedicated help function key or by some equally short, direct method.		
The help system shall conform to all Windows standards for on line help documents.		

3.4.6 Reports

REQUIREMENT	RESPONSE	REFERENCE
The system shall provide the following reports:		
• Uniform Crime Reports (UCR) DOJ eCARS		
• NIBRS Compliance		
• CIBRS Compliance		
• Racial and Identity Profiling Act of 2015 (RIPA – AB953) Stop Data Collection Form		
• CHP 555 Reports		
• Use of Force Reporting and Stat Tracking		
• Single Incident Report		
• Shift Bulletin		
• 24 Hour Incident Summary		
• Incident Summary by arbitrary date period		
• Incident Summaries by time of day and day of week by department		
• Incident Response Times by time of day and day of week and Incident Priority. Customized Forms by ORI		
• Officer Activity Reports		
• Frequently Responded to Locations		
• Officer Time Spent at a Location		
• Monthly Patrol Statistics		
• Unverified Locations		
• Crime Summary by Offense		
• Collision Reports – CHP 555 and related		
• Case Investigation Summary		
• Case Investigation Activity by Officer		
• Officer Log		
• False Alarms		
• Citations by Violation, by Officer, Location, Date, etc.		

• Vehicle Log by Officer		
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3.4.6 Reports – Continuation

REQUIREMENT	RESPONSE	REFERENCE
• Vehicle Usage Log		
• Vehicle Mileage Summary		
• Communications Center Call Handling Times		
• K9 Deployments Reports		
• Customizable Reports (Others not listed)		
Reports must be viewable on screen before they are printed.		

3.4.6 System Configuration

The supplied system shall be customizable, without additional programming, as much as possible to the method of operation of the Agency. Examples of things that shall be customizable are unit status codes and incident dispositions, but should include all data items where the user picks from a list of acceptable values. (Configured to Agency Needs).		
Such customization shall be accomplished without reprogramming. Describe to what extent and how this is accomplished with the proposed system in Section 8 of your proposal.		
The system shall support the ability to capture digital signatures for various forms (e.g., property release).		

3.5 Mobile Computer Software/Officer Field Reporting Requirements

REQUIREMENT	RESPONSE	REFERENCE
Secure digital communications between vehicles and between vehicle and dispatcher for message exchange.		
Communications must meet DOJ's (applicable state and federal) data encryption requirements.		
Provide built in Advanced Authentication.		
Consideration for support of touch screen computers (i.e., oversized buttons for frequently used transactions).		
Automatic transmission of relevant incident information to a unit when it is dispatched.		
Access to state and national vehicle and person information databases.		
Ability to 'run' a person or vehicle through state and national databases.		
Ability to select an 'officer down' or urgent message to all mobile units and dispatch by a single press of a button.		
One-button digital unit status reporting/updating.		
The system shall allow the officer to create officer initiated incidents given permission by the agency and set to specific incident types.		
Officers shall be allowed to add people, vehicles, and comments to the incident that will be saved in the master databases.		
Mobile access to CAD and Records information including:		
• Incident information		
• Current active incident summary		
• Current unit status summary		
• Obtaining officer report numbers		
• Officer report log review		
• Local vehicle information		
• Local person information		
• Incident history of local addresses and common place names		

3.5 Mobile Computer Software/Officer Field Reporting Requirements - Continuation

REQUIREMENT	RESPONSE	REFERENCE
Mug shots from Contra Costa County CMS System.		
Night mode must be supported.		
Field entry of officer reports with immediate transmission of the reports back to the central computer.		
Field entry of officer reports with no need to transfer information – there shall be a live connection to the cases database.		
Field report information shall be immediately available to all system users.		
Ability to send images and attachments to Mobile Data Terminals.		
CHP 555		
The system shall provide the ability to create and/or work on reports during a connectivity disruption.		

3.6 Mapping

REQUIREMENT	RESPONSE	REFERENCE
The system provides a mapping system. All requirements must be configurable.		
The systems are compatible with ESRI and Google Maps mapping technologies.		
Provides a separate, sizable window for map display.		
Map is completely integrated into CAD.		
Map is integrated into Records Management.		
The map automatically locates and zooms to a call for service on the map when the location is verified.		
E9-1-1 calls are immediately located without dispatcher Interaction.		

3.6 Mapping - Continuation

REQUIREMENT	RESPONSE	REFERENCE
E9-1-1 Phase II calls from cell phones automatically zoom to the location on the map or draw a probability circle on the map depending upon the information available.		
The map can be configured to show various layers depending upon the zoom level.		
Layers can be manually activated at any zoom level.		
The map displays the locations of active incidents.		
The map displays the locations of all signed on units equipped with GPS.		
A general purpose pin mapping facility is included to quickly create pin maps from the results of data searches of CAD incidents and the officer reports databases.		
A map of sex offenders addresses can be generated.		
The map shall support hot spot analysis and geo-fencing.		
Map activity with respect to AVL is recorded and can be played back (pursuit replays).		
Maps can be printed.		
Mapping is available on mobile computers.		
Mapping allows Geo-Fencing.		
Mapping allows Geo-Fencing notification module when a patrol car enters a specific area.		

3.7 Automatic Vehicle Location (AVL)

REQUIREMENT	RESPONSE	REFERENCE
The system allows the tracking of all units through GPS.		
The system allows the tracking of vehicles that enter a certain area (i.e. frequency, route, speeds).		
The system allows the generation of a pursuit report tracking a vehicles location, speed, etc.		

3.8 State / NCIC Interface

REQUIREMENT	RESPONSE	REFERENCE
Must provide a link to the state for state/NCIC queries. County, State, Regional and Federal Systems.		
State/NCIC interface must work through Contra Costa County Message Switch product.		
Supports searches for County warrants through Contra Costa County Message Switch.		
Supports menu based entry of common queries from all authorized users.		
Allows command line entry of person and vehicle queries.		
From the person display allows running that person with a dedicated button.		
From the vehicle display allows running that vehicle with a dedicated button.		
The person display includes quick access to a log of all the times the person has been run.		
The vehicle display includes quick access to a log of all the times the vehicle has been run.		
A state queries log is available that list state queries.		
A separate log of all criminal history queries is available that meets all state requirements.		
Responses to queries must be displayed automatically if the user is not otherwise occupied.		
When multiple response messages are received the dispatcher must be able to easily page through them.		
The incident history that is part of the display of an individual incident must include all the queries that have been run for that incident and the requesting officer.		
The dispatcher must be able to display the response to a displayed query by a direct method such as double clicking.		

3.8 State / NCIC Interface - Continuation

REQUIREMENT	RESPONSE	REFERENCE
The system must have at least 200+ of the commonly used fillable forms for entries, locates, etc. Based on agency requirements		
The system will handle the 2nd person verification of entries electronically.		
The system shall allow paging through the return with a hot key and allow specific returns to be kept open for view later.		
The system will highlight the pertinent information on a return; name, DOB, etc.		
Responses can be printed.		
All CLETS/NCIC forms shall be displayed the same in CAD/RMS/ and Mobile		
All CLETS/NCIC returns shall be the same in CAD/RMS/ and Mobile with an exception of no criminal history to Mobile.		
The printout includes the text of the associated query and the ID of the unit that ran it.		

3.9 Bar Coding

REQUIREMENT	RESPONSE	REFERENCE
Bar Coding software must be completely integrated into the Records Management system. If proprietary bar coding equipment is required, then include its price on the pricing page.		
Uses a wireless terminal with wand or Apple iPad.		
Allows assigning multiple pieces of property, at one time, to property room "bins" with the wand with the assignment automatically transmitted and entered into the property database.		
Supports checking property in and out.		
Supports creating a list of common reasons for checking out property that can be entered from the bar coding terminal.		

3.9 Bar Coding - Continuation

REQUIREMENT	RESPONSE	REFERENCE
Prints bar code labels singly or in bulk for a case.		
Supports printing on commonly available labels.		
Can print blank labels (with respect to property description).		
Allows for custom labels.		
Supports ad hoc audits with results.		
Supports mail merge type ability to send letters to subjects that need to pick up property.		
Has an up to date tickler type file that includes; property ready for purging, property items not yet received by the property room and a listing of property that is currently checked out.		
Allows inventory reconciliation.		

3.10 Text SMS Notification/Paging

REQUIREMENT	RESPONSE	REFERENCE
Automatic SMS text based on incident type is supported.		
Manual SMS message is supported.		
Individuals can receive text messages/paged.		
Groups can be defined and paged as a group.		
Automatic SMS messages/Paging shall include incident information already entered by the call taker.		
The software shall include all screens necessary to maintain SMS text information for users, groups, and to define paging required for particular types of incidents.		

COMPUTER HARDWARE

It is the intent of the City to upgrade its current computer system and network as necessary to support the chosen software. The expected cost of any such upgrades, additions, or replacement desire will be weighed in the evaluation of the Vendor's proposal.

As part of this project the Cities would consider purchasing new server and storage hardware, VMware, and Microsoft software licenses to meet the technical requirements of the proposed Vendor system.

*** Please clearly note if the proposed solution is not supported to operate in a live, production virtual (VMware) environment

If a Vendor desires to quote a hardware purchase option as part of this proposal, a detailed list of hardware components, operating and database systems, and their associated costs must be included as a separate addendum. The Cities may choose to provide the necessary server hardware, storage hardware, Microsoft licensing, and VMware licensing. The Cities has a depth of experience with Dell servers and workstations, Microsoft server and desktop operating systems and Microsoft SQL Server.

As part of this RFP response, outline the system requirements for a production system, a training system, and a disaster recovery/failover system to include:

- Server specifications and recommended number of VMware host machines
- Specifications and number of virtual servers to run on the host machines
- Operating system requirements for VMware, Server OS, and database
- Storage requirements to maintain 30 years of on-online data
- Software and hardware for system failover/fault tolerance, disaster recovery

As part of this RFP response, outline the workstation and peripheral requirements for:

- Dispatch Workstation
- Records Workstation
- Report Writing Workstation
- Property Room Workstation
- Administration and Support Staff Workstation
- Patrol Car MDC
- Handheld, mobile tablet
- Handheld, mobile smart phone

The proposed system is to be configured for a minimum of 200 users, which includes:

The Vendor shall also describe the expansion capabilities of the proposed system.

INSTALLATION AND TRAINING

The Vendor shall name in the proposal a project manager with resume to be assigned as a single point of contact to the City to coordinate and direct the Vendor's activities and communications between the City and the Vendor.

The project shall begin immediately upon contract signing. The Vendor shall include a preliminary project schedule with this proposal. After contract signing, the successful Vendor shall confer with the City's representative and submit a final project schedule within seven days.

Conversion of the existing data is considered key to launching the new system. The Vendor shall begin preparation of the conversion programs or scripts as soon as the City provides a sample of the data to be converted. The City shall be provided with converted data for testing as soon as possible so that verification of the converted data can begin. Steps regarding data conversion shall be included in the project schedule.

The Vendor shall establish a test database 60 days prior to training sessions to allow dispatchers and records personnel to familiarize themselves with the software. The Vendor shall install all software and test it to assure proper running order. The Vendor shall then conduct formal training sessions to familiarize all department personnel in operation of the system. The Vendor shall describe the training program proposed, the number of days of training included, and the number of training days proposed for each class of user: dispatchers, records personnel, officers, administrators, and system support personnel.

At the conclusion of system installation and training, the Vendor shall demonstrate to the City's satisfaction that the systems proposed functions are operational. The system will then be accepted under the conditions to be enumerated in the contract.

The City accepts all responsibility for initial data entry beyond inclusion of the converted data. The Vendor's system shall provide all functions and screen formats necessary to perform data entry and the successful Vendor will be responsible for guiding the City through this process.

SUPPORT SERVICES

The proposed system shall include three years of support, maintenance, and updates of the software to begin upon system acceptance. This cost is separately delineated on the pricing sheet.

The Vendor shall describe in detail in the proposal (or include a sample support contract) the software support to be provided. This shall include how software problems will be resolved and terms of the warranty. Support shall be available seven days per week, 24 hours per day. The Vendor shall provide an 800 number for support.

As part of software support, the Vendor's support personnel shall have the capability to connect to the proposed system to investigate problems. If special software or hardware is required on the CAD/RMS system to support this capability, it shall be included in the system price as a separate line item.

The Vendor shall describe its software update or upgrade policy and provide a definition of "update" or "upgrade." Specifically:

1. How frequently and under what circumstances is updated software provided?
2. How will the City be notified of available updates?
3. What is involved in implementing an update?
4. What is included in an upgrade or update?
5. Will the City incur any costs to the Vendor to implement updates?
6. Does the Vendor ever charge for updates or new versions of products licensed to the City? If so, under what circumstances?
7. How frequently does the Vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?
8. With new versions, what is the Vendor's approach to migration from earlier versions?

PRICING FORMS

7.1 Base System

The Vendor shall use the following chart to present their pricing proposal:

ITEM	PRICE
Computer Aided Dispatch Software	
Records Management Software	
Mobile Computer Software	
Mobile Computer Software	
E 9-1-1 Link Software	
Digital Imaging Software	
State Interface Software	
CAD and Records Mapping Software	
Mobile Mapping Software	
Property Bar Coding Software	
Paging/Text Software	
Officer Field Reporting Software	
Mugshot/Digital Imaging Software	
CopLink Interface Software	
CopLogic Interface Software	
CrimeReports.com Interface or similar Public Access Software	
Auto Citation Interface Software	
Bar Coding Equipment	
Data Conversion	
Vendor Specific Equipment (if any)	
Software Customization (from table below)	
Database Software	
Additional Items or Costs Required by Vendor's Solution	

7.1 Base System - Continuation

ITEM	PRICE
Mug Shot and Digital Imaging Software	
Automated Fingerprint Identification System Link Software	
Text Paging Software	
Alarm Panel Link Software	
ARIES Interface	
Shotspotter Interface	
File on Q –Evidence Module Interface	
Cop Logic Citizen Reporting – SPPD Interface	
Bob Cop Citizen Reporting Hercules PD Interface	
AXON Interface – All Tri-City Agencies	
JAWS – Justice Automated Warrant System County Warrant System Interface	
Peregrine – All Three Tri City Agencies Interface	
Vigilant Interface – All Three Tri City Agencies	
Livescan – Gemalto Interface San Pablo PD	
SMART GEO Interface – Pinole PD	
Electronic Citation system SPPD potential for all Tri-City Agencies	
Training Management System	
Project Management	
First Year Software Maintenance, Support, and Updates	
Total	

Note: Sales tax is not to be included in the pricing; however, the City is not exempt. An 8.5% sales tax will be added at the time of purchase.

7.2 Customization and Modification Costs

Detail all costs associated with software customizations and modifications required to meet the system requirements.

ITEM	PRICE

7.3 Additional Proposal Items

The following form shall be used to price additional optional items requested by the City as well as additional items or proprietary hardware the Vendor may care to propose. Any additional support cost that will be incurred with these items shall also be listed.

ITEM	PRICE

7.4 Additional Costs

Will the Vendor commit to keeping the annual support cost the same for the first six years (the three years quoted above plus three more)? If not, what price guarantee is the Vendor willing to offer for the cost of future support years?

If the Vendor's software is sold per user or position, what will be the additional cost for adding future users and/or positions to the system? What is the procedure for doing so? What price guarantee is the Vendor willing to offer for the cost of future years?

ITEM	PRICE

RESPONSE FORMAT

8.1 Cover Letter

Include the name, address and telephone number of your company.

8.2 Company Overview

- a) The names, business address, and telephone number of your company's officers, directors, and associates and the names and addresses of any parent or subsidiary of your company. Your information should describe the nature of the work and the line of authority of these individuals and/or companies as they relate to this project.
- b) A brief outline explaining the company's business and financial stability and how it will be able to serve the needs of the City on a long-term basis.
- c) Names and qualifications of outside consultants or contractors that are proposed to assist on this project.

8.3 Relevant Experience

- a) Details of prior California projects and how they compare to the services requested in the Scope of Services.
- b) Details of Vendor's role on the project including notations of any proposed staff that will be involved.
- c) Details of the operating systems, platforms, and software that the Vendor has previously supported.
- d) Complete list of all agencies using the Vendor's Public Safety Software. As it pertains to existing California agencies, please provide at least one contact name, title, and phone number or email address for each agency.

8.4 Staff Experience

- a) Employee name and proposed role, including but not limited to the project manager. (Please note: changes in the key staff assigned by the Vendor to the City must be approved in advance by the City.)
- b) Employee's experience in performing services equivalent to those included in the Scope of Services.

8.4 Project Approach

- a) The approach that the Vendor will take to complete the project objectives and the schedule for doing so.
- b) Assumptions, requirements, risks, and expectations used to develop the proposal.
- c) An explanation of the problem reporting and resolution process that describes the Vendor's support plan, including tiers, reach-back capability, service levels, and the person authorized to close problem reports.
- d) Describe the proposed training program and the approach or philosophy the Contractor will utilize (if applicable).
- e) Completed Project General Systems Specifications table from above
- f) Software update or upgrade policy
- g) Any exceptions to the Agreement if applicable

8.6 References

Proposal should identify five California customer references from previous projects that are similar in size and operational needs of this project. The City reserves the right to contact any and all of the references by the Vendor to validate the proposal submitted.

8.7 Costs

Contract will include total price to complete project as shown on the Pricing Sheet in Section 7, plus:

- a) Annual cost to City with regard to licensing, training, and on-going maintenance.
- b) The contract will be specific in respect to software licensing and the number of licenses allowed for the contract price for each piece of software quoted in the proposal.
- c) Add or remove prices that may be applicable to different modules of software (example: CAD, RMS, State Interface, Mobiles).
- d) Addendum with hardware purchase options if applicable

VENDOR EVALUATION PROCESS

A multi-phase evaluation process will be used to evaluate and choose the final Vendor. At the end of each phase, only those Vendors that have passed the current phase will move forward to the next.

9.1 Phase 1 – Selection / Evaluation Criteria for RFP Proposals

RFP proposals will be reviewed by a cross functional team that is representative of the Police Departments and Information Technology Services personnel.

In general, the Phase 1 evaluation will consist of:

- a) Review of all responses for compliance with procedural instruction and requirements.
- b) Review of all responses for overall content and completeness of proposal.
- c) Review of how well each individual proposal addresses the general, and when provided, specific requirements identified in the RFP.
- d) Review all responses to identify how well the Vendor understands the objectives of the City.
- e) Review of Vendors experience with similar public safety systems installations.
- f) Review of Vendor understanding of public safety information security requirements.
- g) Review of each response concerning implementation methodology and timelines.

9.2 Phase 2 - Cumulative Evaluation

Responses to this RFP will be evaluated by a cross functional team that will review all two phases of the Vendor evaluation process and determine which Vendor is the best value to the City and meets the overall needs of the City. Please note: Issuance of this RFP in no way constitutes a commitment by the City to award a contract. Top ranked Respondents may be required to submit additional cost, technical, or other revisions to their Proposal (or a Best and Final Offer) AS may result from negotiations.

ACKNOWLEDGEMENT FORM

Proposer's acknowledgement and submittal of acceptance of the Cities' terms and conditions of Request for Proposal:

Date: _____

Company Name: _____

Address: _____

Phone Number: _____ Fax: _____

Cell: _____

E-mail Address: _____

Website Address: _____

Authorized Signature of Proposer: _____ Date: _____

Print Name of Bidder: _____

Attachment A

NEW Software Agreement

ATTACHMENT B

TRI-CITY MOU

ATTACHMENT C

TRI CITY MOU