



**PROPOSAL FOR A
FULLY INTEGRATED COMPUTER-AIDED
DISPATCH, RECORDS MANAGEMENT,
MOBILE COMPUTING AND FIELD
REPORTING SYSTEM
FOR THE
SAN PABLO, PINOLE AND HERCULES
POLICE DEPARTMENTS**

Sun Ridge Systems, Inc.
www.SunRidgeSystems.com
October 5, 2020

PROPOSAL VALIDITY PERIOD

The information in this proposal is valid for a period of ninety (90) days from the date written on the title page unless rescinded by Sun Ridge Systems, Inc. prior to such time.



October 5, 2020

TRI-CITY Consortium
c/o San Pablo Police Department
13880 San Pablo Ave
San Pablo, CA 94806

Dear Member:

Thank you for the opportunity to participate in your Request for Proposal (RFP) process. Please find attached a detailed response to the items requested by your RFP. We believe our software products and services represent a superior total package that closely meets the needs of your operations as expressed in your RFP. Most significantly, they do so with excellent price/performance.

Equally important is the long history of the proposed products and their prospects for long term viability and continued development. Ideally, the system procured by your agency should not be a one-shot purchase to be replaced a few years down the line when it becomes obsolete in either hardware or software. Instead, it should be the beginning of a vendor relationship that will support your expanding needs and future requirements. Our software suite, known collectively as "RIMS", meets these requirements with its 30+ year history of customer support and 30+ years of continuous evolution to a product family that is superior today and will remain so in the future.

This proposal has three specific purposes:

1. To establish Sun Ridge Systems as both the best product and the lowest risk choice to provide your system
2. To establish RIMS as both the best technical solution and (quite possibly) the lowest price solution, both initially and especially long term
3. To explain our approach to implementing your system.

Our corporate address and phone number is:

Sun Ridge Systems, Inc.
P.O. Box 5071
El Dorado Hills, CA 95762
530-676-7128

We look forward to working with you. If you should have any questions or require clarification, please feel free to contact Carol Jackson. She can be reached at (530) 221-0663 or CarolJ@sunridgesystems.com.

Sincerely,

A handwritten signature in black ink that reads "Anthony B. Richards". The signature is written in a cursive style with a large, stylized 'A' and 'R'.

Anthony B. Richards
President

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I. Company Overview

Sun Ridge Systems, Inc. is a software provider of CAD, RMS and ancillary systems. It is our only business. Our integrated software suite, known as “RIMS”, offers a low risk solution already proven successful many times. Not incidentally, it also happens to be an excellent technical solution at a reasonable price.

RIMS is a mature system for public safety agencies in use by over 180 agencies in California. Completely integrated modules for records management, computer aided dispatch, mobile computers, jail management, and a myriad of ancillary products and interfaces are available.

RIMS was originally designed in 1982 by Tony Richards, who has been closely involved in the product ever since. RIMS was initially designed to meet the needs of the small to medium sized public safety agency without large, expensive computer hardware and full-time software support personnel. These initial design goals were quickly achieved and the evolution of a quality, industry leading software product began. Today, the product is fully scalable for any sized agency.

Although first installed in 1985, RIMS was not widely marketed until the 1990s. Today Sun Ridge Systems, a privately held corporation located in El Dorado Hills, California, serves clients across the United States. And that first install in 1985? It was the **Rocklin Police Department** *that continues to use RIMS to this day.*

RIMS has a long, unbroken history of constant evolution, growth and refinement. Today, RIMS is at the forefront of public safety technology with its undeniably complete combination of CAD, records management, jail management, mobile computer, and related technologies. As just one indication of our commitment to its continuing evolution, the current RIMS, Version 27, introduced in 2020, contains over 120 enhancements (not corrections) over its immediate predecessor Version 26 of 2019.

Sun Ridge Systems, Inc. has never been sold to, acquired by or merged with any other company. **It's important to note that ALL products proposed are developed by and sold only by Sun Ridge Systems, Inc., and are not rebranded products obtained via merger or acquisition with any other vendor.**

Sun Ridge has never been sued nor have any claims been made against or settlements paid by us. **Never.**

Like any major software procurement, a public safety records management system, computer aided dispatch and all ancillary systems require a careful selection process. To make the project successful, it is imperative that technical risks be minimized while gaining the best value for your investment. We've all seen large projects that turned out to be too ambitious and were never completed or never worked satisfactorily. Sun Ridge Systems, on the other hand, has never had a failed project. Our integrated software suite, RIMS, offers the low risk solution already proven successful over 200 times.

Why Sun Ridge Systems?

There is a lot more to a CAD/RMS system than having the title "CAD/RMS" and pretty colors on the screen. Here are the three principal areas in which we believe that Sun Ridge Systems excels over its competitors.

1. **Experience.** RIMS has undergone 35 years of continual enhancement. Another vendor may claim that they are continually adding to their product, but for 35 years? What do you get for those 35 years? Some would want you to believe you get an aging, outdated system. In reality, nothing could be further from the truth. Here is what you do get:
 - A company with the knowledge gained from having done more than 180 installations in California alone
 - A training and support staff, all of whom have worked in law enforcement
 - A software staff whose principal developers have more than 20 years developing CAD/RMS software
 - Project managers also with more than 20 years in the CAD/RMS business
 - 23 years of annual users conferences in which ideas for product enhancements are solicited and then implemented in the next year's products at a rate of more than 100 per year
 - A California company familiar with California specific requirements that is always quick to implement new State/CA DOJ requirements
 - A company with an unmatched reputation for successful installations and excellent long term customer support. Many of our prospective customers call 20-30 of our client agencies and tell us they could not find anyone who had anything bad to say about us.

2. Product depth. With more than 30 years of development behind it, RIMS has an unmatched depth of features, functions, and data. As examples:

- When a dispatcher displays an incident, the incident display has buttons for 39 functions that can be performed with respect to the incident. From basic Save and Cancel, other buttons include “Duplicate this Incident,” “Merge with another Incident” and “Enter Pursuit Mode” just to name a few.
- Eleven of those buttons take you to the 11 supplemental pages of incident information. Among these are pages for related CLETS messages, associated persons, associated vehicles, incident times (for the incident as a whole and each unit individually) and a list of attached files.
- An officer report (case in RIMS lingo) has 16 pages of information for the case itself plus of course much more for each associated person, vehicle, property item, and narrative/supplement.
- A person Master Name Index (MNI) includes 15 pages/screens of information. These include three pages of personal information plus associated persons, associated vehicles, photos, aliases, and attached files. There are about 190 data items for each person plus all data that is specific to a case for a person when they are a victim, suspect, arrestee, in an accident which is another potential 200 data items. Lastly, each record includes a list of all previous contacts with the person.
- Vehicles have a similarly rich data record.
- There are 14 offender files.
- As a final example, there is the extensive, detailed case supervisor approval/kickback/records review scheme for approving a case. It includes reports that provide statistics for kickback items by supervisor or officer or records person.

3. Ease of use. Ease of use is a feature always claimed, but often not delivered. For RIMS, it is a feature often mentioned to us by people who have used other systems as the thing they like most about RIMS. It is not an accident. Here are some aspects of ease of use that we concentrate on:

- The single most important ease of use features in RIMS is the complete integration of CAD and RMS functions into one system, not two interfaced systems, and this includes CLETS. There is no swapping to the RMS application, no exporting CAD data to RMS, no manually duplicating entry between the two. It makes it hard to understand how a vendor in the 21st century can get away with selling “interfaced” CAD and RMS systems.
- One of the most frequently touted RIMS features is how well-designed RIMS is to minimize the number of steps required to perform any function. When you are performing certain actions over and over all day, saving even one step each time becomes very noticeable to a user. RIMS uses some buttons with icons, but we make sure that the icons are large enough to be readable and that they have a text caption as well.
- RIMS minimizes annoying pop up messages.
- RIMS screens are carefully designed to group like data together today to make it easy to find it tomorrow.
- There is no requirement to first press an “Edit” button every time you want to update a screen.

.....And here's what you don't get:

- A product from a company that is owned by a hedge fund or living on venture capital
- A new conquer-the-world product that is forever in beta test mode, or so it will seem to your users
- A product with a tiny footprint in California, but “you can be the showcase site in the state”
- A company that can give you *only* three references
- A company with a “some like it, some don't” reputation --- and speak to actual users, not administrators or IT staff

We encourage you to contact our references which can be found in Section 2 of this proposal to confirm what we've state above. Even more importantly, feel free to contact any agency that is NOT listed as a reference. We are confident you will get the same positive feedback regardless.

Response to RFP paragraph a)

All Sun Ridge staff report to the company headquarters in El Dorado Hills, CA and can be reached via the corporate number of 530-676-7128. Sun Ridge is wholly owned and there is no parent or subsidiary companies.

Response to RFP paragraph b)

Sun Ridge is a privately owned company that averages between \$6-8 million in revenue per year. Additionally, Sun Ridge:

- Is not beholden to revenue or sales goals to appease shareholders or investors.
- Has never had nor is dependent on venture capital funding.
- Has zero corporate debt.

Response to RFP paragraph c)

Sun Ridge does not employ outside consultants or contractors. All staff to be assigned to your project or playing supporting roles are Sun Ridge employees.

2. Relevant Experience

Response to RFP paragraph a)

Sun Ridge is proud to say that we have more agencies in California using our software than any other public safety software vendor! We encourage you to review a visual representation of this on our website via the following link:

<https://sunridgesystems.com/index.php/home/california-features/>

In our response to *RFP paragraph d)*, we are providing a list of all 183 agencies in California that currently or soon will be using RIMS. Our installations are not limited to California. We have scores of agencies using RIMS across the Country.

Response to RFP paragraph b)

For all projects, Sun Ridge is the prime vendor and does not utilize any subcontractors or consultants. Unlike many vendors, Sun Ridge staff even does all the data conversion work.

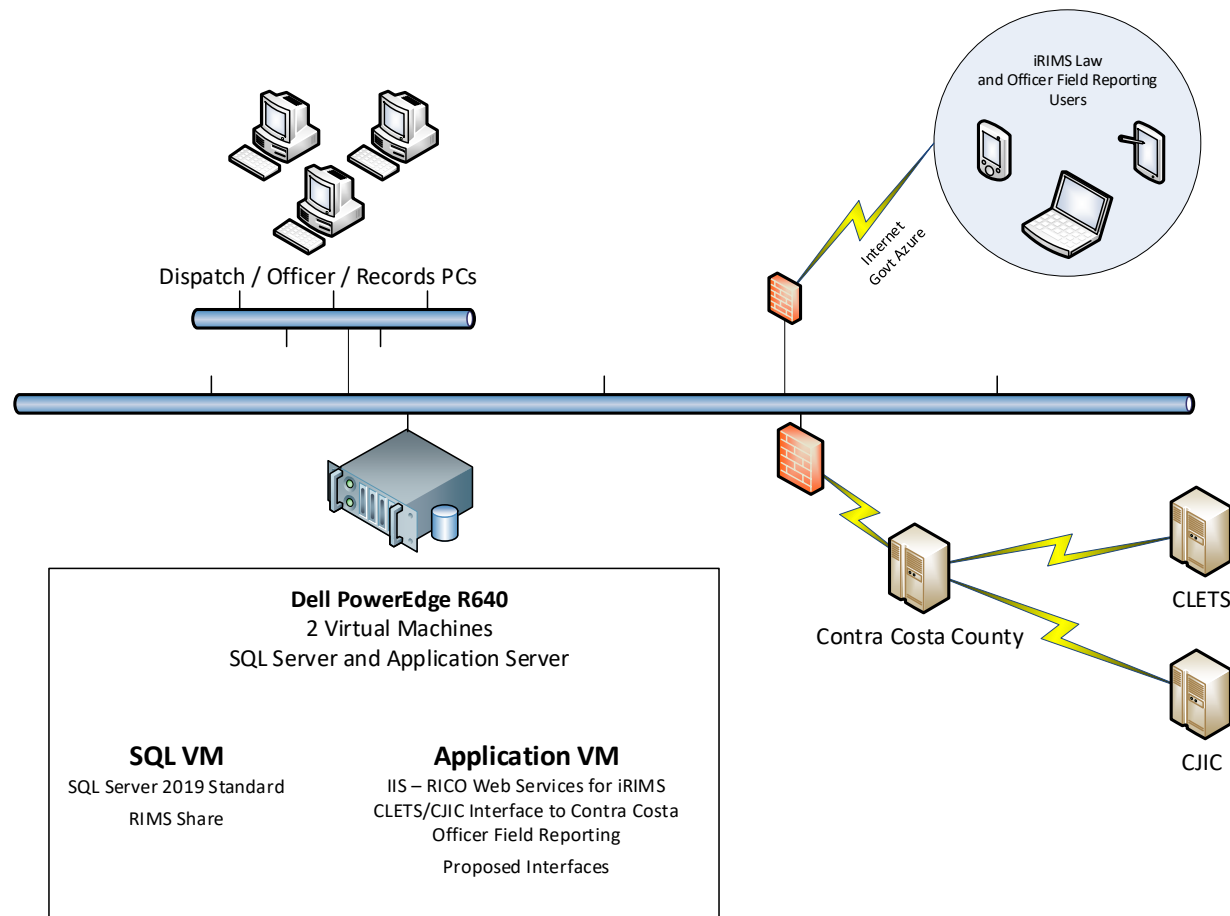
The same project team that has successfully completed many of our projects will be assigned to your project. Please see Section 3 of this proposal for additional project team details.

Response to RFP paragraph c)

Your question specifically asks about “previous” operating systems, platforms and software. However, for the past more than 20 years RIMS has always been and continues to be a Windows Server, Microsoft SQL Server database-base product.

RIMS CAD/RMS is written in Delphi from Embarcadero Technologies. Delphi has been our development base for 20 years. A couple of our newer ancillary products are written in other languages. For example, our mobile app, iRIMS, uses development products from Ionic.

A typical RIMS system configuration, reflecting the minimum requirements, is provided in the following illustration:



The following are **minimum** system requirements.

Server Specifications

Our server specifications are essentially generic. We anticipate working with your IT staff in selection of server hardware and software to meet your desired data security and performance needs and fitting into your existing network.

Application Server

This server will host the live production database as well as the training database requires Microsoft SQL Server 2012 or later. This server and the Communications Server can be virtual server instances on a single physical server.

Communications Server

A secondary server is required to host the applications that run CLETS and Mobiles and other purchased applications.

Failover Server

At your option, a third server running Microsoft SQL Server 2012 or later can be the real-time copy of the production and training databases using SQL Mirroring. The clients will utilize the Microsoft SQL Native client that supports SQL Mirroring – that will allow RIMS to attempt a connection to the primary server – if that server is not available, it will automatically try the mirror server – without any user interaction. The also applies to the applications running on the Application server. Additional documentation can be provided on how this process is set up and managed.

While the failover server is designed as a temporary solution while the primary server is being repaired, it should have similar specifications as the primary server, including disk space. Preferably, disk storage should not use the same physical drives as the primary server, if using a SAN device.

System Software

Server Software

- Windows Server 2014 or later (Data Center Edition)
- 1 Virtual Instance for SQL Server / RIMS Web Services (RICO)
- 1 Virtual Instance for the RIMS Applications

- Virtual Instances as needed for VMWare servers

Database Software

- Microsoft SQL Server 2012, 2014 or later
- Licensed by Processor – 8 cores each

VMWare – Virtual Servers

It is up to you to supply the VMWare software if that is your choice for VM software. You are responsible for creating the VM servers needed for our application. Preferably, the Application and Communications Servers would be their own VM instances on one physical server, while the Failover server (if implemented) is located on a separate physical server (whether VM or not). That way the failover is to a completely separate physical server in case a hardware issue arises on the primary server.

Storage Requirements

While we specify minimum requirements to start the system, it is up to the agency to provide additional long-term (20-year) disk space to host the agency database. At least 1 TB of disk storage is needed, depending upon your usage of RIMS and other applications you may have on the server. SSD storage is desirable for best performance, but not required. Actually, the determining factor in disk storage size is the number of documents and images you will be storing --- their storage requirement dwarfs that of “regular” data. In RIMS, especially when you are going paperless, there is considerable opportunity to store documents and images. Still, storage capacity need not be an issue given the current low cost of disk storage, even in RAID configurations. Given the preceding, we recommend 2 TB of disk storage.

PC Workstation Requirements

If using existing PCs:

- Intel 2Ghz+
- Windows 7 or later
- 8 GB Memory
- Any Size Disk
- 1680x1050 monitor resolution (1920x1080 for dispatchers)

If purchasing new PCs:

- Any Speed Processor
- Windows 10

- 16 GB Memory
- Any Size Disk
- 1920 x 1080 monitor resolution

Mobile Computers

- Windows 7 or later
- Wireless based modem (for connectivity)
- Virus Protection Software
- 4 GB memory
- 2 or more USB ports
- Optional touchscreen
- Optional Magnetic Stripe Reader (USB)
- 1920 x 1080 monitor resolution

Handheld Computers/Phones

We have no specifications for these devices. While almost all IOS and Android models are acceptable, please check with us first regarding devices you might be considering.

Third Party Software

ESRI ArcView: Assuming you will be using ESRI products for your mapping, our proposal does not include the ArcView software that is required for any workstation that will use RIMS In Station Mapping. If licenses are not already available to the Cities, you will need one copy of ArcView GIS v9.x that can be used for the first position, and then a copy of ArcGIS 9.x Runtime Engine for each additional in station workstation that will use RIMS Mapping.

Remote Access: We utilize Bomgar Remote Access software for installation and follow-on support services. There is no cost to your agency.

Mobile Mapping: It is possible to use ESRI mapping in the car, but expensive, absent a site license. Google Maps is an option as well. Google Map licenses are provided by Sun Ridge at no additional charge.

Expansion Capabilities

“Expansion” is really a capability of the hardware configuration. The RIMS application software is fully scalable to any expansion plans.

Disaster Recovery

Please refer to Attachment D for additional information regarding your disaster recovery options.

Response to RFP paragraph d)

The following is a complete list of all agencies in California that currently use RIMS or are in the process of deploying RIMS (denoted by go-live dates). We encourage you to contact ANY of these agencies and you will find a consistently positive message. It would be impractical to provide contact information for all these agencies in this proposal so we have instead provided contact information for what we believe are agencies most relevant to your agency, be it in size, products used, or location, in Section 5 of our proposal. If there is an agency on our list that you wish to contact and the contact information is not provided in Section 5, please let us know and we'll be happy to provide that information to you.

Police Departments

Alameda Police Department (2021)
Albany Police Department
Alturas Police Department
Angels Camp Police Department
Arcata Police Department
Arvin Police Department
Atherton Police Department
Atwater Police Department (2020)
Auburn Police Department
Banning Police Department
Bear Valley Police Department
Bell Police Department
Belmont Police Department
Benicia Police Department
Bishop Police Department
Blythe Police Department (2020)
Brentwood Police Department
Brisbane Police Department
Broadmoor Police Department
Burlingame Police Department
California City Police Department
Calistoga Police Department
Central Marin Police Authority
Ceres Police Department

Citrus Heights Police Department
Clearlake Police Department
Cloverdale Police Department
Coalinga Police Department
Colma Police Department
Colusa Police Department
Corcoran Police Department
Coronado Police Department
Corning Police Department
Crescent City Police Department
Daly City Police Department
Davis Police Department
Del Rey Oaks Police Department (2020)
Delano Police Department
East Palo Alto Police Department
Escalon Police Department
Eureka Police Department
Fairfax Police Department
Fairfield Police Department
Ferndale Police Department
Folsom Police Department
Fortuna Police Department
Foster City Police Department
Galt Police Department
Gridley Police Department
Gustine Police Department
Hanford Police Department
Healdsburg Police Department
Hillsborough Police Department
Ione Police Department
Jackson Police Department
Kensington Police Department
Lakeport Police Department
Lemoore Police Department
Lincoln Police Department
Livermore Police Department
Livingston Police Department
Los Banos Police Department
Los Gatos Police Department
Mammoth Lakes Police Department
Martinez Police Department

McFarland Police Department
Menlo Park Police Department
Newark Police Department
Newman Police Department
Oakdale Police Department
Oroville Police Department
Pacifica Police Department
Paradise Police Department
Parlier Police Department
Pleasant Hill Police Department
Red Bluff Police Department
Redwood City Police Department
Ridgecrest Police Department
Rio Dell Police Department
Rio Vista Police Department
Ripon Police Department
Rocklin Police Department
Ross Police Department
San Bruno Police Department
San Mateo Police Department
San Rafael Police Department
Scotts Valley Police Department
Sebastopol Police Department
Shafter Police Department
Sonora Police Department
South San Francisco Police Department
St. Helena Police Department
Stallion Springs CSD Police Department
Suisun City Police Department
Susanville Police Department (2020)
Sutter Creek Police Department
Taft Police Department
Tehachapi Police Department
Vacaville Police Department
Vallejo Police Department
Weed Police Department
Williams Police Department

Sheriff's Offices

Alpine County Sheriff's Office

Amador County Sheriff's Office
Butte County Sheriff's Office
Calaveras County Sheriff's Office
Humboldt County Sheriff's Office
Lake County Sheriff's Office
Lassen County Sheriff's Office (2020)
Inyo County Sheriff's Department
Mono County Sheriff's Department
San Mateo County Sheriff's Department
Solano County Sheriff's Office
Tehama County Sheriff's Office
Tuolumne County Sheriff's Department

Schools, Colleges, Universities

Apple Valley USD Police
Cal Poly Pomona Police Department
Chaffey College Police Department
CSU Bakersfield Police Department
CSU Channel Islands Police Department
CSU Chico Police Department
CSU Dominguez Hills Police Department
CSU East Bay Police Department
CSU Fresno Police Department
CSU Fullerton Police Department
CSU Northridge Police Department
CSU San Bernardino Police Department
CSU San Marcos Police Department
CSU Sonoma Police Department
Fontana Unified School District Police Department
Foothill-DeAnza CCD Police Department
Humboldt State University Police Department
Kern High School District Police Department
Los Rios Community College District Police Department
Marin Community College Police Department
Mira Costa College Police Department
Ohlone College Campus Police Department
Sacramento State University Police Department (2021)
San Bernardino CCD Police Department
San Bernardino USD Police Department
San Diego CCD Police Department

San Diego State University Police Department
San Francisco State University Police Department
San Joaquin Delta Community College Police Department
San Jose State University Police Department
Santa Ana Unified School District Police Department
Santa Monica College Police Department
Stanford University Police Department
Stockton Unified School District Police Department (2021)
Twin Rivers Unified School District Police Department
UC Irvine Police Department
UC Merced Police Department
UC Riverside Police Department
UC San Diego Police Department
UC San Francisco Police Department
UC Santa Cruz Police Department
University of Redlands Police Department
Val Verde USD Police Department
Ventura CCD Police Department

Others

A National Laboratory (2020)
Amador County District Attorney's Office
Amador County Probation Department
Blue Lake Tribal Police
Bishop Paiute Tribal Police
California Lottery
Clovis Community Medical Center
E & J Gallo Winery
East Bay Regional Parks
Exodus Recovery Inc.
Fresno Community Medical Center
Marin County District Attorney's Office
Montebello Town Center Security
Morongo Band of Mission Indians
Port of Stockton Police
Rank Investigation Services
San Manuel Indian Nation, DPS
San Mateo County Hospital
San Mateo County DA's Office
San Mateo Narcotics Task Force

Tri-City Agencies (San Pablo, Pinole and Hercules Police Departments)
Proposal from Sun Ridge Systems, Inc.

Sony Picture Entertainment, Culver City
Walt Disney Studios Security, Burbank
Yurok Tribal Police (2021)

3. Staff Experience

Response to RFP paragraphs a) and b)

The following Sun Ridge staff will participate in your project. Other personnel not listed here may also be assigned to specific tasks as needed throughout the project.

Public safety software is all we do. Therefore, all staff have extensive experience performing services for projects just like yours. All Sun Ridge staff participating in this project has at least one if not both of the following qualifications:

- Real life experience in law enforcement
- Many years of experience in the public safety software business

These qualifications result in a well-rounded team that works well together, while each member has their specific areas of expertise.

Carol Jackson – Director of Implementation

Carol will serve as your project manager beginning during the proposal and contract negotiations process through final acceptance. Carol has 30+ years of experience specifically with public safety software with 25+ of those years in the management of small to large-scale public safety projects.

John Boren – Chief Technology Officer

John Boren began his technical career in IT support before joining Sun Ridge Systems. He has more than 20 years of RIMS specific experience. John serves as our Chief Technology Officer. He is our chief product architect. All technical staff report to John. He will be directly involved with assigning the appropriate resources as needed during the installation of the various applications and will provide technical expertise as needed for the duration of the project.

Betsy McNutt – Director of Sales/Training

Betsy is a lead functional designer of RIMS CAD and RMS and has an encyclopedic knowledge of RIMS. She is also very familiar with police department operations from her experience working for an agency in central California. She and her team of trainers will play a lead role during the training and go live phases of your project.

Juleann Hunt-Osburn – Senior Training Specialist/On-Site Project Manager

Juleann started as a dispatcher for a large Northern California sheriff's office before going to work for a public safety software vendor. Juleann has over 20 years of experience in public safety software as a Project Manager and Trainer, more than half of it with Sun Ridge Systems. She will be the lead trainer, functional data conversion manager and 'boots on the ground' project manager for your project, reporting to Carol Jackson. Juleann is also PMP Certified.

Robert Perkins – Data Conversion Specialist

Bob also has an extensive public safety IT background and over 25 years of technical experience with public safety applications. Bob will be primarily responsible for data conversion and to date has successfully complete more than 50 of them, from various vendors including Tyler, into RIMS.

Yan Abovsky – SQL/Database Specialist

Yan is a SQL specialist who will be working with Bob Perkins as needed in the data conversion process.

Michelle Edwards – Training/Project Specialist

Michelle has years of experience as a dispatch supervisor with Sun Ridge's oldest agency, the Rocklin Police Department. Michelle trains all aspects of RIMS, including dispatcher, officer, RIMS Training Management software and RIMS Property Room Software.

Jenn Gilmore – Training/Project Specialist

Like Michelle, prior to joining Sun Ridge, Jenn served many years as a dispatch supervisor/agency trainer for a northern California police agency. Jenn will serve as a trainer on your project.

4. Project Approach

Response to RFP paragraph a)

Implementation of the RIMS products is relatively simple and straightforward. It is a joint-venture between vendor and client. This means that the client must allocate resources and work proactively with our deployment teams to meet project schedules. There may also be dependencies on third parties that need to be identified and minimized as early as possible in the project. This is why strong project management is key.

We understand your need to replace the existing system as expeditiously as possible. We will certainly do our best to accommodate an aggressive schedule, however, we are not making any unrealistic promises to obtain your business. A project schedule is a function of the time of year the schedule begins (end of year is not as productive), the availability of necessary resources (other projects already in progress for us), and your own scheduling considerations. For your information, our average project schedule duration, from contract signing to going on line, has averaged seven months over the past few years. That includes data conversion. It is also worth noting that we always meet the schedule we agree to. Please verify this with our references.

Before it can be finalized, a project schedule needs to be carefully considered based upon the following project requirements:

- First, external interfaces may require a software development cycle (determining requirements, communicating with the other vendor, developing the software, and then installation and testing). These items may not be able to be delivered until sometime after the go live date.
- Second, years of experience tells us that every data conversion is a project unto itself, requiring time to obtain the data, edit our conversion program, and then iteratively have you test the converted data and for us to correct the imperfections you find. And the conversion process must be completed before you go live.
- Third, your three agencies will be required to agree to many points regarding the configuration and use of RIMS. Coordination and cooperation between the agencies will be imperative to project scheduling and success.
- Lastly, you will need to ensure that your project resources are available and ready to respond as required to ensure your portion of the project responsibilities are completed in compliance with the schedule.

We schedule our projects on a first come-first scheduled basis. This means that if another contract is signed before yours, that project will be scheduled into the first available time slots. In other words, we are not able to reserve specific timeframes for your project until there is a signed contract.

And finally, remember that there is not much project activity or many project tasks that can be completed until your servers are in installed and available to the Sun Ridge technical team via remote access. That is the point in time at which tangible project activities can start.

The following is a sample project Gantt Chart based on a project similar in size and scope to yours. This Gantt chart is provided for illustrative purposes only and does not represent the specific tasks, resource assignments or dates for your specific project. We understand your desire to have a final project schedule within 7-day of contract signing but please note that many of these task/dependencies will also belong to the City and that you must be prepared to have dates as well before a final project schedule can be provided. Typically, a final project plan, with your input, will be developed as soon as possible after project kickoff.

| Task Name | Duration | Start | Finish | Resource Names |
|---|-----------------|-------|--------|-----------------|
| Sample RIMS Project Plan | 251 days | | | |
| Contract Signing | 1 day | | | |
| Project Kickoff Meeting | 1 day | | | |
| Servers/Network/Hardware | 50 days | | | |
| RIMS Server | 30 days | | | IT |
| SQL Server | 30 days | | | IT |
| Mobiles/Interfaces Server | 30 days | | | IT |
| Mobiles/Laptops | 1 day | | | IT/SRS IT |
| Sun Ridge Has Server Access | 1 day | | | IT |
| Installation of at least 1 RIMS Workstation | 14 days | | | IT/SRS IT |
| Initial Setup/Configuration | 67 days | | | |
| Identify RIMS Administrators/Super Users | 5 days | | | City |
| Identify Conversion Review Team | 5 days | | | City |
| Initial Setup Training | 22 days | | | |
| Setup and Configuration Document Delivered | 1 day | | | SRS IT |
| Initial Setup ConCalls | 2 days | | | City Admins/SRS |
| Complete Initial Setup Requirements | 20 days | | | City Admins/SRS |
| RIMS Config and Setup (RCS) | 52 days | | | |
| RCS Location Prep | 50 days | | | |

Tri-City Agencies (San Pablo, Pinole and Hercules Police Departments)
Proposal from Sun Ridge Systems, Inc.

| | | | | |
|--|--------------------|--|--|--------------------|
| Identify Training Location | 1 day | | | City Admins |
| Install 2 Additional RIMS Clients at Location | 4 days | | | IT |
| Confirm Ability to Log In to RIMS from Training Workstations | 1 day | | | City Admins |
| Install PC Projector with RIMS Workstation | 1 day | | | IT |
| RCS | 2 days | | | City Admins/SRS |
| Products | 128 days | | | |
| CAD (Incident Repository) | 102 days | | | |
| Install on Server | 1 day | | | SRS IT |
| Identify Street File Source | 30 days | | | City |
| Load Updated Street File | 2 days | | | City/SRS IT |
| Configuration | 60 days | | | City Admins |
| RMS | 96 days | | | |
| Installation on Server | 1 day | | | SRS IT |
| Configuration | 75 days | | | City Admins |
| Mobiles | 1 day | | | |
| Installation On Mobile Server | 1 day | | | SRS IT |
| In-Station Maps | 109.75 days | | | SRS IT |
| Installation Server | 1 day | | | |
| Identify Map Data Source | 1 day | | | City |
| Sun Ridge Builds Map | 5 days | | | SRS IT |
| Procure ArcView Licenses if Required | 20 days | | | City |
| Install ArcView on Clients (if required) | 30 days | | | City |
| Interfaces | 169 days | | | |
| CLETS | 159 days | | | |
| Notify DOJ Of Vendor Change | 3 days | | | City |
| Complete Upgrade Application | 60 days | | | City |
| Application Approved by DOJ | 90 days | | | DOJ |
| Schedule Test/Approval with DOJ | 5 days | | | City IT/SRS IT |
| Determine Go Live Date | 1 day | | | City/DOJ |
| Crossroads | 95 days | | | |
| Contact Vendor | 3 days | | | City Admins |
| Determine Connectivity Requirements | 30 days | | | IT |
| Install SRS Portion of Interface | 1 day | | | SRS IT |
| Determine Go Live Date | 1 day | | | City |
| Schedule Test | 1 day | | | City Admins/IT/SRS |

Tri-City Agencies (San Pablo, Pinole and Hercules Police Departments)
Proposal from Sun Ridge Systems, Inc.

| | | | | |
|--|-----------------|--|--|--------------------|
| BEAST Link | 95 days | | | |
| Contact Vendor | 3 days | | | City |
| Determine Connectivity Requirements | 30 days | | | IT |
| Install SRS Portion of Interface | 1 day | | | SRS IT |
| Determine Go Live Date | 1 day | | | City |
| Schedule Test | 1 day | | | City Admins/IT/SRS |
| Data Conversion | 164 days | | | |
| Determine Method for Obtaining Data (e.g. Link Server) | 4 days | | | IT/SRS |
| Data Extract Provided to Sun Ridge | 15 days | | | IT/SRS |
| City Provides Screen Shots of Current System as Needed | 110 days | | | City Admins |
| Officers Users Converted into RIMS | 10 days | | | SRS |
| Convert Data | 130 days | | | SRS |
| Review Data | 130 days | | | City Admins/SRS |
| Correct Data | 130 days | | | City Admins/SRS |
| Prepare for Final Conversion Extract | 5 days | | | City IT/SRS IT |
| Training/Conversion Review | 173 days | | | |
| End User Training Prep | 65 days | | | |
| Identify Training Location(s) | 1 day | | | City |
| Install RIMS Clients at Location(s) | 14 days | | | City |
| Confirm Ability to Log In to RIMS from Training Workstations | 1 day | | | City Admins |
| Install PC Projector with RIMS Workstation | 1 day | | | IT |
| End User Training/Conversion Review (Class Dates TBD During RCS) | 11 days | | | |
| Conversion Review #1 | 1 day | | | City Admins/SRS |
| CAD #1 | 2 days | | | RIMS Trainer/City |
| Officer #1 | 2 days | | | RIMS Trainer/City |
| Officer #2 | 2 days | | | RIMS Trainer/City |
| Officer #X | 2 days | | | RIMS Trainer/City |
| Records #1 | 1 day | | | RIMS Trainer/City |
| Admin Review | 0.5 days | | | RIMS Trainer/City |
| IT Session | 0.5 days | | | City IT/SRS IT |
| Go Live | 3 days | | | |
| Final Data Extract | 1 day | | | City IT/SRS IT |
| Final Conversion | 1 day | | | City IT/SRS IT |
| Conversion Completion Sign Off | 1 day | | | City |
| Go Live Support | 2 days | | | City/RIMS |

| | | | | |
|-------------------------|---------|--|--|-------------------|
| | | | | Trainer/IT/SRS IT |
| Final Acceptance Period | 22 days | | | RIMS Support/City |

Response to RFP paragraph b)

Although we do many projects a year and have a tried and true project deployment plan, we realize that each customer is unique. For your project, we feel that the myriad of interfaces with minimum technical information regarding those interfaces, pose the greatest challenge to your project. That risk is reflected in the pricing of some of the interfaces.

Below is the list of interfaces we've identified in your RFP and subsequent QA release. For items NOT PROPOSED, we look forward to the opportunity to clearly define those interface requirements with you and provide accurate pricing (rather than a guess) at that time.

1. **CopLogic.** For many years we have been providing our interface to CopLogic/DORS.I A log in RIMS lists the CopLogic/DORS cases waiting to be processed to become a RIMS case (or discarded). In the RIMS case the reporting party is processed using our standard name verification process.
2. **AFIS.** Sun Ridge Systems does have a bi-directional interface to AFIS machines for use at the time of the initial exchange with that machine: A transaction to send data to it is initiated in RIMS RMS. The AFIS machine returns the mugshot in a shared directory where RIMS is able to pick it up.
3. **ARIES.** Sun Ridge does not have an interface to ARIES nor are we proposing one. For our existing sites in Contra Costa County, ARIES imports data directly from our CAD database.
4. **Contra Costa Message Switch.** Sun Ridge Systems has CLETS/NCIC interfaces at more than 100 agencies throughout California. We have done both direct interfaces to CA DOJ and interfaces through county switches. We have operational interfaces in Contra Costa County at Brentwood PD, Pleasant Hill PD, and Martinez PD. Our interface supports more than 100 inquiries and updates, far too many to list here. Our switch also includes the ability to do automatic queries where useful.
5. **LaserFiche.** *Not proposed.* We have concerns regarding your request to import/convert 10+ year old case data from Laserfiche into your new system. Our concerns range from practical to technical and will require in-depth discussions with you to determine if and

how this would be accomplished. Is it *not proposed* at this time.

6. **RMS Export to JMS pre-booking.** *Not proposed.*

None of our three client agencies in the County have this interface. We would be willing to discuss it with you to determine the exact method of interfacing and the information to be transferred to that system.

7. **File-on-Q.** We will provide a real time export of property in cases data to File-on-Q, but not a two-way interface. In our experience, attempts to synchronize two property systems are fraught with problems that are difficult if not impossible to avoid.

Please note that Sun Ridge is NOT proposing our property management product, RIMS PropRoom, with the expectation that the agencies will continue to use FileOnQ. (RIMS RMS does support basic property entry, auditing, and handling.)

8. **Citation systems interface.** We are proposing our Auto-Cite based import software that also works with the citation systems of several other vendors that support the Auto-Cite import message format.

9. **POST interface.** This is an existing interface in our Officer Training Management (TIMS) module. It provides for an initial load of POST data into TIMS, and then updates for new employees, new course and reimbursement information from POST as needed.

10. **County CMS System.** *Not proposed.*

More detailed information will be needed regarding the purpose, data elements, and protocol for this interface.

11. **ShotSpotter.** *Not proposed.*

Detailed information on data types and items to be imported and the exact protocol to be used would be required.

12. **Bob Cop Citizen Reporting.** *Not proposed.*

Detailed information on data types and items to be export and the exact protocol to be

used would be required.

13. **JAWS.** Included in our CLETS interface package.

14. **Peregrine.** *Not proposed.*

We have no familiarity with this company nor their product. Detailed information on data to be exported and the exact protocol to be used would be required.

15. **Vigilant.** We do not currently have an interface, but have been looking into it as one of our client agencies is interested in it so we have proposed it.

16. **Smart Geo.** *Not proposed.*

Detailed information on data types and items to be exported and the exact protocol to be used would be required.

17. **CAD-to-CAD data sharing.** Per the RFP, this has not been proposed, but is available among RIMS agencies via our Collaborate product (which is not included at this time).

18. **AXON.** We have the AXON interface installed at many agencies and it is considered one of our “standard” interfaces.

19. **Alarm Panel.** We are including our Alarm Panel interface software so that your alarm company vendor can send the alarm # to RIMS CAD which in turn generates a CAD incident.

20. **Crossroads Accident Import** – This interface assumes you will be writing your accident reports in Crossroads (as opposed to writing them in RIMS) and will be *importing* the accident data into RMS. RIMS itself does support 555 accident entry.

Response to RFP paragraph c)

Sun Ridge will provide a toll free phone number for agencies to call whenever a covered problem occurs. Normal service hours will be Monday-Friday, 8AM-5PM PST, with the exception of New Years Day, President’s Day, Memorial Day, July 4th, Labor Day, Veteran’s Day,

Thanksgiving Day, Day after Thanksgiving Day, and Christmas Day (“common holidays”). However, for instances when the system is completely inoperable due to a Sun Ridge software problem (“critical problems”) preventing basic system operation service will be available 24 hours, 7 days a week, common holidays included.

In addition to the 1-800 support, you may also submit a support request via email. Additionally, we remotely access your system via Bomgar Remote Support Software for this purpose. Bomgar software provides superior security and does so over an ordinary internet connection via a Sun Ridge server that hosts a Bomgar security hardware device.

On-site support is not provided by Sun Ridge. It is not provided because it is not required. Anything that would need to be done onsite can be accomplished remotely via Bomgar. Should you find a problem with RIMS, you report it to our Customer Service engineer via our toll-free number. With respect to ‘reach back,’ if reported by phone we often can satisfy the caller immediately; in general, we strive to provide service and assistance as expeditiously as possible as follows:

- Most issues can be resolved with the initial phone call.
- For problems that cannot be immediately resolved, we will work to resolve the problem based on the severity of the problem and the urgency reported by department.
- For problems in which your system is completely inoperable due to a RIMS software problem, our personnel will work with your department continuously until the situation is resolved.
- For problems that have a lesser though continuing impact on operations of your department we will endeavor to provide a solution or work around within 72 hours.
- For lower priority problems we may, at our discretion, either issue a near term "fix release" of the product or include the fix in the next scheduled product release.

Remote access must be available to our support staff. We use Bomgar secure remote access software. We will access your system only with your permission. We will use this link to examine data files, update and repair them when necessary, and download maintenance-related logs automatically maintained by the RIMS software. We will also use this line to upload fixes to problems to your system when appropriate.

Response to RFP paragraph d)

Our training is comprehensive and thorough in that it is intended to prepare personnel to begin using RIMS operationally within days of the conclusion of the training program yet the training courses are brief. They are brief because RIMS is so easy to learn. The short duration courses have proven to be just right based upon the many times we have given them. Our training plan is designed around satisfying the following objectives:

- Provide all personnel with the knowledge necessary to become productive RIMS users. This training must also be keyed to the job responsibilities of trainees (dispatcher, officer, records clerk, etc.).
- The training plan must take into account that personnel will have limited time available for training, due to scheduling, overtime, and operational considerations.

One concept is key to our training: "hands on" training. As with any software product of any complexity, true "mastery" of the product will only occur through operational experience with it. However, the training program must get users over the initial hurdle of being able to do useful work. The only way to do this is to include extensive, supervised, hands on "operation" of RIMS as part of the training.

After the training program has been completed, you should almost immediately begin operational use of the system. You can delay while your people spend more time familiarizing themselves with the software, however, our experience shows that if you delay for very long, the majority of users will regress rather than advance.

When you train new users in the future, you may choose to contract with us for the training. However, almost all departments have found this unnecessary: RIMS training becomes part of *your* training curriculum. New users learn RIMS as they learn the rest of your operations. RIMS can be configured with a separate training database that permits trainees to practice all functions without touching your "live" data.

Our proposal includes the following courses:

Initial Setup Training

This 8-hour (via 2x4 hour sessions) class is provided at the conclusion of installation and prior to the start of any other training. The training is provided over the phone and via remote access to your system. Students are staff and supervisors who will be responsible for initial and long term security setup and street file and table maintenance. These will become your RIMS "system administrators". Staff identified as system administrators should be scheduled into all the following classes.

RIMS Configuration and Setup ("RCS")

This three-day session consists of a review of your operational procedures and identifies processes or decisions points a department must make to optimize its use of RIMS. Demonstrations of specific RIMS functionality pertaining to the department's operational decisions points may be included.

CAD (Dispatcher) Training

This two-day class covers all aspects of RIMS dispatch. Students are all dispatch personnel as well as those identified as system administrators. It includes taking calls for service and officer-initiated activity. Dispatching units, verifying reporting party information and location information, along with the information regarding the call is the primary training focus. Requesting case numbers and vehicle tows, completing the calls with a disposition and all other aspects of dispatching are also covered. Role playing is included to maximize real-life situations.

Officer/Mobiles/RMS Training

This two-day class covers complete officer report (Case) entry, including face page, persons involved, property, vehicles, narratives/supplements, photographs and attachments. The basic case entry also includes gleaned information from the dispatched call via RIMS. Also covered are incident summaries, citations, property and vehicle records, offender files, warrant files, FIs and detailed person file (Master Name Index) entry. An introduction to Case Management and exhaustive use of RIMS searching and location history files is also covered. The report review and approval cycle is also reviewed. The course is geared towards officers and investigators however, since it is such an integral part of RIMS, Records staff must attend as well.

Mobile Training

This one-day class is geared specifically to the officer at CCCCPD since they will only use Dispatch and CLETS related functions in RIMS Mobiles.

Records Training

This one-day session focuses on all other aspects of the RIMS Records system. In addition to records staff, property room and evidence techs should attend. This course includes Case Management, the Uniform Crime Report, along with all other Records duties. Included are bicycle, vehicle maintenance, subpoenas, citations, entry of offender files and much more.

System Administrator Follow-up Training

This is a one-day follow-up session to the original Initial Setup Training to review outstanding system setup items and ensure that the configuration tables and geographic data files are ready for production use. Students are the designated system administrators.

Summary of Proposed Training

The following training/number of sessions are included in this proposal. We would like to confirm the number of classes, availability of classroom locations, and staff attendance per class with you during final negotiations.

| Subject | Remote | Onsite | Sessions Offered | Days Per Session | Total Days |
|--------------------------------|---------------|---------------|-------------------------|-------------------------|-------------------|
| RIMS Configuration and Setup | X | | 1 | 3 | 3 |
| Dispatcher Training | | X | 3 | 2 | 6 |
| Officer/Mobiles Training | | X | 8 | 2 | 16 |
| Records | | X | 3 | 1 | 3 |
| Admin Review | | X | 3 | 1 | 3 |
| Mobile Training - CCCCDPD Only | | X | 2 | 1 | 2 |

Response to RFP paragraph e)

Please find a completed response matrix at the end of this proposal as Attachment A.

Response to RFP paragraph f)

There is no “end-of-life” date for any of our products. RIMS 27 (released late Spring 2020) is a direct successor of RIMS version 1 of more than 30 years ago. That is, no RIMS version has ever been declared the “end of the line” with an “all new” expensive replacement offered in its stead. In fact, it is a considerable tribute to the original system design, particularly the database design, that the 21st century RIMS is still the most comprehensive, easy to use CAD/RMS/JMS software available. And, far from being static, the pace of evolution of RIMS has actually been increasing in recent years. The annual new version of RIMS CAD/RMS has been averaging about 100 new features and enhancements (not fixes) each year with more than 120 enhancements in the most recent version.

There has never been a charge for a new version of RIMS for those paying for annual support and updates. (We release updates to a given version for bug fixes as needed throughout the year.) The following are our response to your questions:

- 1. How frequently and under what circumstances is updated software provided?**

Minor updates are provided throughout the year on an as needed basis to correct problems in the software and implement small enhancements. A major new version is released once each year.

2. How will the Cities be notified of available updates?

Agencies are notified of updates and new versions via email.

3. What is involved in implementing a maintenance update?

For minor updates, a function built into the software is used to download the updated version to your server. Users automatically get the new version when they next sign on. For the annual new version, a program that updates the database structure is made available for download. Running the database update program is as simple as starting the program and clicking an Update button. Updating to the new version is otherwise the same as for minor updates. There is no downtime for maintenance update, less than 30 minutes for the annual new version update.

4. What is included in an upgrade or update?

An “update” is released as needed throughout the year to address a reported issue with the software. An “upgraded” is a version release of the software, which typically includes more than 100 product enhancements or features.

5. Will the Cities incur any costs to the vendor to implement updates?

There are no costs to the agency to implement updates unless you experience problems not the fault of Sun Ridge Systems that require significant time on our part to correct, a rare occurrence.

6. Does the vendor ever charge for updates or new versions of products licensed to the Cities? If so, under what circumstances?

There is never a charge if you are contracting for support services.

7. How frequently does the vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions? When was the most recent version released?

A significantly enhanced new version is released once a year. The CAD/RMS/JMS new version typically includes 70-100 enhancements --- additional functions and

features. The last version of RIMS, v27 was released in June 2020 and included over 100 enhancements.

8. With new versions, what is the vendor's approach to migration from earlier versions? How long will the system be expected to be down to implement a new version?

A database update program we provide with each annual new version quickly makes all the changes to your database needed by the new version of RIMS. Depending on the number of database changes, the downtime may last from 10 minutes to perhaps as long as 30 minutes.

Your sample contract (Paragraph 2.9) requests that an escrow account be set up for the software. Your purchase of RIMS provides software licenses. Just as if you were buying a product from Microsoft. As with Microsoft products, you do not have access to the source code. We have had agencies in your situation request a source code escrow, but everyone has rescinded the request when we explain the size and complexity of the RIMS code that would realistically make it useless to you if you were ever to have occasion to claim it out of escrow.

Sun Ridge can provide the database data dictionary upon request.

Response to RFP paragraph g)

We look forward to discussing and reviewing your contract "Agreement" with you. The Agreement appears to be missing some key items commonly found in a project of this kind. As examples, there is no provision for a project schedule or statement of work.

As written, Sun Ridge would take exception/recommend changes to the following paragraphs:

3.4 Documentation. This requires documentation be provided in "hard copy." In the State of California that would trigger the Cities being responsible for paying sales tax on all the software. We doubt this is what you intend.

3.5 Software license. If the media containing the software is delivered to the Cities that same sales tax responsibility is triggered as above.

4.2 Invoices. This requires monthly invoices. For projects like this it is better to have milestone payments based on key points being achieved, such as software installation, training completed, project completed.

4.4 Reimbursable expenses will not be applicable to this project.

5.4/5.5 We disagree with the description of the performance test and final acceptance. We have never used formal functional test plans, performance test plans and acceptance test plans in any project we ever done. They are very expensive and time consuming, with months on the schedule required just to come to agreement on defining the tiny details of such "plans." Given that thousands of people every day use the same RIMS you will be using, we consider them to be superfluous and have proven that to be true for many years. Ask our customers, please.

Our approach to system testing and acceptance is described in Attachment C.

7. Indemnification. We may request wording changes.

This list is not necessarily all inclusive.

5. References

When you have over 200 satisfied customers, it is difficult to stop with merely five references! We are providing references for not only the past five years, but also some long-term RIMS users who also happen to be in close geographic proximity to you.

Again, we encourage you to check our website for ALL our California agencies:

<https://sunridgesystems.com/home/rimsmarkets/california-rims-agencies/>

Reference #1

| | |
|---|--|
| Agency Name: | Albany Police Department (with Kensington PD) |
| Department Name: | Albany Police Department |
| Address: | 1000 San Pablo Ave Albany, CA 94706 |
| Contact Person: | John Geissberger |
| Title: | Chief |
| Telephone Number: | (510) 528-5789 |
| E-Mail Address: | JGeissberger@albanyca.org |
| Name and Version of Software Modules or Products Installed: | Current versions of: CAD, RMS, Mobiles/AFR, CLETS Link, E911 Link, Officer Training Management, RIMS2Txt, Property Room Bar Coding, AXON Link, Fire Station Printing, Fire RMS Link, PredPol Link |
| Technology (including hardware platform, database platform, operating system, and whether on premise, SaaS, or Hosted): | On Premise Windows Server and SQL |
| General Description of Services Performed: | Installation, training, maintenance support |
| Dates for Performance (Go-Live Date, Project Duration in Months): | Go Live February 2014. Project duration 6 months |

Reference #2

| | |
|--------------|----------------------------------|
| Agency Name: | Vallejo Police Department |
|--------------|----------------------------------|

| | |
|---|--|
| Department Name: | Vallejo Police Department |
| Address: | 111 Amador Street Vallejo, CA 94590 |
| Contact Person: | Jo Ann Alcantara |
| Title: | Records Supervisor |
| Telephone Number: | 707-651-7172 |
| E-Mail Address: | jalcantara@ci.vallejo.ca.us |
| Name and Version of Software Modules or Products Installed: | Current versions of: CAD, RMS, In-Station Mapping, Mobiles/AFR, Mobile Mapping, CLETS Link, E911 Link, iRIMS/Law, RIMS2Txt, Property Room Bar Coding, Fire Station Printing, Fire RMS Link, Coplogic Link |
| Technology (including hardware platform, database platform, operating system, and whether on premise, SaaS, or Hosted): | On Premise Windows Server and SQL |
| General Description of Services Performed: | Installation, training, data conversion, maintenance support |
| Dates for Performance (Go-Live Date, Project Duration in Months): | Go Live February 2014. Project duration 6 months |

Reference #3

| | |
|---|---|
| Agency Name: | Newark Police Department |
| Department Name: | Newark Police Department |
| Address: | 37101 Newark Blvd. Newark, CA 94560 |
| Contact Person: | Jeremy Beck |
| Title: | Records Supervisor |
| Telephone Number: | 510-578-4365 |
| E-Mail Address: | JEREMY.BECK@NEWARK.ORG |
| Name and Version of Software Modules or Products Installed: | Current versions of: CAD, RMS, In-Station Mapping, Mobiles/AFR, Mobile Mapping, CLETS Link, E911 Link, Collaborate Data Sharing, Citizen RIMS, TIMS, Property Room, Coplink, Coplogic, AFIS Link |

| | |
|---|--|
| Technology (including hardware platform, database platform, operating system, and whether on premise, SaaS, or Hosted): | On Premise Windows Server and SQL |
| General Description of Services Performed: | Installation, training, data conversion, maintenance support |
| Dates for Performance (Go-Live Date, Project Duration in Months): | Go Live August, 2013. Project duration 3 months |

Reference #4

| | |
|---|---|
| Agency Name: | Livermore Police Department |
| Department Name: | Livermore Police Department |
| Address: | 1110 South Livermore Avenue Livermore, CA 94550 |
| Contact Person: | Greg Park |
| Title: | IT Manager |
| Telephone Number: | 925-371-4913 |
| E-Mail Address: | gpark@cityoflivermore.net |
| Name and Version of Software Modules or Products Installed: | Current versions of: CAD, RMS, In-Station Mapping, Mobiles/AFR, Mobile Mapping, CLETS Link, E911 Link, Collaborate Data Sharing, iRIMS, Text-Paging Link, Fire Station Printers, Citizen RIMS, TIMS, Crossroads Link, AutoCite Link, Firehouse Link, FileOnQ Link, Laserfiche Link |
| Technology (including hardware platform, database platform, operating system, and whether on premise, SaaS, or Hosted): | On Premise Windows Server and SQL |
| General Description of Services Performed: | Installation, training, data conversion, maintenance support |
| Dates for Performance (Go-Live Date, Project Duration in Months): | Go Live February, 2016. Project duration 8 months |

Reference #5

| | |
|---|---|
| Agency Name: | Fairfield Police Department |
| Department Name: | Fairfield Police Department |
| Address: | 1000 Webster Street Fairfield, CA 94533 |
| Contact Person: | Dawn Shepherd |
| Title: | Police Support Manager, Records/Property & Evidence, Facilities |
| Telephone Number: | 707-428-7625 |
| E-Mail Address: | DSHEPHERD@fairfield.ca.gov |
| Name and Version of Software Modules or Products Installed: | Current versions of: CAD, RMS, In-Station Mapping, Mobiles/AFR, Mobile Mapping, CLETS Link, E911 Link, Coplogic (aka Nexis-Lexis) interface, Collaborate Data Sharing, iRIMS, Text-Paging Link, Fire Station Printers, Citizen RIMS, Crossroads Link, ESO Link, Firehouse Link, FileOnQ Link |
| Technology (including hardware platform, database platform, operating system, and whether on premise, SaaS, or Hosted): | On Premise Windows Server and SQL |
| General Description of Services Performed: | Installation, training, data conversion, maintenance support |
| Dates for Performance (Go-Live Date, Project Duration in Months): | Go Live May 2011. Project duration 8 months |

Reference #6

| | |
|-------------------|---|
| Agency Name: | South San Francisco Police Department |
| Department Name: | South San Francisco Police Department |
| Address: | 33 Arroyo Drive, Suite C South San Francisco, CA 94080 |
| Contact Person: | Daryl Jones |
| Title: | IT Manager |
| Telephone Number: | 650-590-1801 |
| E-Mail Address: | daryl@tcomeng.com |

| | |
|---|--|
| Name and Version of Software Modules or Products Installed: | Current versions of: CAD, RMS, In-Station Mapping, Mobiles/AFR, Mobile Mapping, CLETS Link, E911 Link, Collaborate Data Sharing, Text-Paging Link, Property Room Bar Coding, Coplink Link, AutoCite Link, Karpel Link |
| Technology (including hardware platform, database platform, operating system, and whether on premise, SaaS, or Hosted): | On Premise Windows Server and SQL |
| General Description of Services Performed: | Installation, training, data conversion, maintenance support |
| Dates for Performance (Go-Live Date, Project Duration in Months): | Go Live October 2004. Project duration 6 months |

6. Costs

The following is our costs for all items included in our proposal.

| ITEM | PRICE |
|---|--|
| Computer Aided Dispatch Software | \$208,000 |
| Records Management Software | \$163,300 |
| Mobile Computer Software | \$125,000 |
| E 9-1-1 Link Software | \$19,500 |
| Digital Imaging Software | Included with RMS |
| State Interface Software | \$19,500 |
| CAD and Records Mapping Software | \$54,000 |
| Mobile Mapping Software | \$19,500 |
| Property Bar Coding Software | Not Proposed – duplicates File-on-Q |
| Paging/Text Software | \$7,400 |
| Officer Field Reporting Software | Included with Mobile Computer Software |
| Mugshot/Digital Imaging Software | Included with RMS |
| CopLink Interface Software | Not Proposed nor required -Done by Coplink |
| CopLogic Interface Software | \$7,100 |
| CrimeReports.com Interface or similar Public Access Software (Citizen RIMS) | \$20,200 |
| AutoCite Interface Software | \$5,400 |
| Bar Coding Equipment | Not Proposed – Part of File-on-Q |
| Data Conversion | \$105,000 |
| Vendor Specific Equipment (if any) | None |
| Software Customization (from table below) | None Proposed |
| Database Software | Not Proposed |
| Additional Items or Costs Required by Vendor's Solution | \$207,862 |

| ITEM | PRICE |
|---|--|
| Mug Shot and Digital Imaging Software | Included in RMS |
| Automated Fingerprint Identification System Link Software | \$8,300 |
| Text Paging Software | Duplicate of Paging/Text Software Above |
| Alarm Panel Link Software | \$8,100 |
| ARIES Interface | Not Proposed – Data accessed directly by Aries |
| Shotspotter Interface | Not Proposed – More information needed |
| File on Q –Evidence Module Interface | \$16,200 |
| Cop Logic Citizen Reporting – SPPD Interface | Duplicate of Cop Logic Interface Software Above |
| Bob Cop Citizen Reporting Hercules PD Interface | Not Proposed – More information needed |
| AXON Interface – All Tri-City Agencies | \$9,600 |
| JAWS – Justice Automated Warrant System County Warrant System Interface | Included in CLETS State Interface Software |
| Peregrine – All Three Tri City Agencies Interface | Not Proposed – More information needed |
| Vigilant Interface – All Three Tri City Agencies | \$12,000 |
| Livescan – Gemalto Interface San Pablo PD | Duplicate of Automated Fingerprint Identification System Link Software above |
| SMART GEO Interface – Pinole PD | Not Proposed – More information Needed |
| Electronic Citation system SPPD potential for all Tri-City Agencies | Duplicate of AutoCite Interface Software above |
| Training Management System | \$12,300 |
| Project Management | \$94,000 |
| First Year Software Maintenance, Support, and Updates | \$107,309 |
| Second Year Software Maintenance, Support, and Updates | \$107,309 |
| Third Year Software Maintenance, Support, and Updates | \$107,309 |
| Total | \$1,444,189 |

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. *(Be aware that software is not taxable in California if it is provided entirely electronically – no media provided that has the software on it and no printed documentation.)*

Customization and Modification Costs

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

| ITEM | PRICE |
|---------------|-------|
| | |
| | |
| | |
| | |
| | |
| | |
| None Proposed | \$0 |

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 |
|--|----------|
| iRIMS Law Mobile App Software | \$35,800 |
| First Year Software Maintenance, Support, and Updates – IRIMS Law | \$5,370 |
| Second Year Software Maintenance, Support, and Updates – IRIMS Law | \$5,370 |
| Third Year Software Maintenance, Support, and Updates – IRIMS Law | \$5,370 |
| Crossroads Collision Import Software | \$6,600 |
| First Year Software Maintenance, Support, and Updates – Crossroads Collision Import | \$990 |
| Second Year Software Maintenance, Support, and Updates – Crossroads Collision Import | \$990 |

| | |
|--|------------------|
| Third Year Software Maintenance, Support, and Updates – Crossroads Collision Import | \$990 |
| Map Data Engineering | \$6,000 |
| Installation and Training | \$140,382 |
| Total – Additional Proposal Items | \$207,862 |

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?

Sun Ridge agrees to keep the annual support costs the same for Years 2 and 3 after system cutover.

For Years 4 – 6 after cutover, Sun Ridge would agree to a nominal 2%/year increase.

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?

All Sun Ridge software is sold as a site license. There are no additional software license fees due should you add future users or positions to the system.

| ITEM | PRICE |
|------|-------|
| | |
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| | |

Attachment A – Response to Systems Specification Table

We have responded in detail to the Functional Requirements spreadsheet. We have been conscientious in our responses in comparing your requirements to our products, however, it must be understood that briefly stated requirements are sometimes subject to multiple interpretations --- our interpretation may not match your intention. Our proposal is for our off the shelf products.

3.1 General System Requirements

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

3.1.1 User Features

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|--|
| The system recognizes and provides for simultaneous handling of multiple transactions. Configurable to Agency needs. | I | The system can handle simultaneous transactions, there is no need to configure, it is automatic. |

| | | |
|---|---|---|
| The system utilizes function keys for frequently used CAD transactions, e.g. Incident Initiation. Configurable to Agency needs. | I | Preset by Sun Ridge, not configurable, but more than 1 option available in nearly all cases |
|---|---|---|

3.1.1 User Features – Continuation

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|--|
| The system automatically checks reference data files during data processing. Configurable to Agency needs. | I | No configuration necessary, RIMS does all the processing. |
| The system utilizes well organized, easy to read screen formats. Day / Night mode available. Configurable to Agency needs. | I | Day/Night in Mobiles, Custom Mode in Dispatch per user, however unit status colors must remain the colors selected by the agency to remain consistent. |
| On line help is available via keystroke or menu item. | I | |
| The system automatically validates entered data with automatic presentation of valid values when an invalid value is entered. Configurable to Agency needs. | I | |

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. | I | . |
| The command entries consist of a command identifier and data parameters in conjunction with a function key (if necessary). Configurable to Agency needs. | I | |

| | | |
|--|---|--|
| 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. | I | |
| Menu selections extend to multiple sub-menus, where appropriate. | I | |

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. | I | Based on the user security level and workstation security level. |
| Function keys are used to implement commonly used dispatch functions. And/or Command Line. | I | |
| Function keys are used for single key retrieval of blank incident forms and/or Command Line. | I | |
| Most functions can be initiated using the mouse. | I | |
| Keyboard commands are available to duplicate mouse functions for CAD. | I | In nearly all cases a keyboard shortcut of Alt-(key) is sufficient. |

3.1.3 Multiple Screen Functionality

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|-----------------------------|
| The system supports execution and maintenance of simultaneous events for different agencies. | I | |
| Multiple simultaneously open application windows are supported. For example, a user can have an incident, person, and vehicle records all displayed simultaneously. ORI Based | I | “ORI Based” is not relevant |

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. | I | |
| LaserFiche Imaging (transfers photos and associated Identifying information into RMS). | N | Not proposed. Not proposed pending availability of detailed information |
| Cogent AFIS (transfers AFIS ID number into RMS MNI record and sends LiveScan mandated fields back to AFIS; bi-directional). | I | |
| 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. | N | Provided by ARIES directly as has been the case for other RIMS installations in the County. |
| Contra Costa County ARIES interface to support the ability to collect information from the RMS and populate it into the JMS pre-booking module. | N | Not proposed pending availability of detailed information |
| The system supports the ability to import data from field-data collectors such as handheld computers, smart phones, etc. | I | Our iRIMS/Law mobile app is proposed for this purpose. iRIMS is a RIMS app that supports data entry and retrieval from RIMS. There is no provision for generic importing from other vendors' mobile apps |
| System provides an interface capable of selectively sharing CAD and RMS data with other agencies either using the same product or a competitive product. | N | Not proposed but RIMS Collaborate Data Sharing software provides selective data sharing with other RIMS agencies |
| System has the ability to produce an electronic file for submission to the California DOJ E-CARS system. | I | RIMS has it, but it will be obsolete by the time your system is installed. Our CIBRS link will be used instead. |
| System provides / supports an interface with CopLogic software. | I | |
| System provides / supports an interface with Auto Cite software. | I | |

| | | |
|--|---|--|
| System provides / supports an interface with SmartJustice. | N | DOJ is no longer supporting this initiative. |
|--|---|--|

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 | I | (In this section, the phrase “ORI BASED” is included in a number of requirements where it has no applicability.) |
| The sign on form includes fields for user ID and password. FBI CJIS | I | |
| The password is not displayed when entered. ORI BASED | I | |
| 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 | I | The user will be set at the security level of the user or the workstation, whichever is the lower of the two. |
| Security granularity extends to individual control of access to view, modify, add and delete functions for each application screen. ORI BASED | I | |
| The passwords and security group assignments are changeable by authorized personnel only at the highest security level. ORI BASED –Two Factor Verification | I | RIMS adheres to the very latest requirement by DOJ/FBI, in terms of passwords. 2 factor authentication is used for iRIMS and Mobiles. |
| The security groups are configurable. Data Dictionary in layman terms – ORI BASED | I | “Data Dictionary” and “ORI Based” have no relevance to security groups. |
| The System Manager is able to create and modify security groups, defining system access down to the function level. Data Dictionary in layman terms. | I | “Data Dictionary” has no relevance to security groups. It is meta data embedded in the SQL database that describes the database in descriptive text. |
| The System allows the tracking and audit of user logins. | I | |
| The system allows the tracking of users that access, view, print, search, edit, delete, or modify a record or report. | I | |
| Each terminal shall have a security group setting. | I | |

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

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 | I | The reference to “No routing” is not understood. “ORI Based” is not relevant. |
| The system shall route the incident to the appropriate dispatch position. Fire is not dispatched in our system. Policy driven /ORI based. | I | “ORI Based” is not relevant |
| The dispatcher receives an audible and/or visual indication that a new incident has arrived for dispatch. | I | |
| The system shall be flexible enough to allow any position to be used for any system function, dispatching, call taking, and records. (Security Based) | I | |
| Changing a workstation’s function shall not require reconfiguration of the system. (Security Based) | I | |

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) | I | Primary units may be changed on the fly, 3 dispositions are captured, if up to 3 officers give a disposition. |

3.1 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.

3.1.1 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. | I | |

| | | |
|---|---|---|
| <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 | I | <p>The screens are set, there is no configuration necessary. There is 1 field for the RP contact phone number, but nearly unlimited space in the description to add more and make that entry confidential, so it will not print for non-agency viewing.</p> |
|---|---|---|

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|--|
| The incident location and city information shall be validated against a geographical database immediately after entry. | I | |
| The incident type shall be validated when entered. | I | |
| Validation shall take one second or less. | I | |
| The response priority shall be a function of the incident type but enterable by the call taker as well – Configurable to agency needs. | I | Configurable, in the sense that the dispatcher may change the priority at any time. |
| The incident details shall allow at least 150 characters of text to be entered at one time. | I | Many more characters than 150 to allow for copy/paste if needed |
| Vehicle information shall be recorded as data items, not just text – Include CLETS Data. | I | Vehicles added will automatically be run through DMV and the returns added to the incident |
| The officer form shall be designed to facilitate entry of traffic stops. | I | |
| The officer form shall allow the easy entry of unit, location, plate, make, model, colors. | I | |

| | | |
|--|---|---|
| The officer form shall support other officer initiated incidents and shall not be limited to traffic stops. | I | |
| 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. | I | A vehicle is generally automatically run though CLETS when entered, however, the return is separately display (and permanently added to the incident) rather than being added "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. | I | |

| 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. | I | Yes, for Officer Initiated Activity |
| 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) | I | |
| After initial entry of information, the system shall verify the incident location against a geographical database (ESRI ArcGIS GEO file). | I | The GEO info is immediately verified, except if the agency wishes to verify upon saving for Officer Initiated Incidents via an agency setting. That setting will validate the GEO information upon saving the form. |
| 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. | I | As long as the first letter or two are correct (not including the use of wildcards) a match or match list will be presented |

| | | |
|--|---|--|
| The geographical database shall be capable of attaching documents to a verified location. | I | |
| Partial street place names and Soundex-type matching shall be supported. | I | |
| Multiple matches of the entered location shall result in a matches list from which the user can select the correct location. | I | |
| The GEO file shall return the nearest cross street and the standard spelling of the location to facilitate historical retrieval. | I | |

| 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. | I | |
| 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. | I | |
| 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. | I | |
| There shall be a visual feature to easily mark a comment as urgent or important. | I | |

| | | |
|--|---|--|
| 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. | I | |
| 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. | I | |

| 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. | I | |
| 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. | I | |
| The dispatcher shall be able to display the retrieved information via a short key sequence, a function key, or mouse. | I | |
| 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. | I | The text message is converted to a regular E9-1-1 format (with the text) and handed off to CAD with a code denoting that it is a text message |
| 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. | I | |

| | | |
|--|---|--|
| The system shall automatically check for and display a list of previous incidents at the E9-1-1 supplied location. | I | |
| 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. | I | |

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. | I | |

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. | I | |
| The dispatcher shall be able to add an unlimited number of additional comments once the incident has been created via command line or mouse. | I | |
| Each additional comment added to an incident record shall be time and date stamped. | I | |
| The dispatcher shall be able to assign an unlimited number of additional units to an incident. | I | |
| The dispatcher shall be able to record all status changes from assigned units once the incident has been created. | I | |

| | | |
|--|---|--|
| The dispatcher shall be able to clear units and close the incident once the incident has been created. | I | |
| The incident history shall always be shown as part of the incident detail display. | I | |

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. | I | |
| 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. | I | |
| Multiple incidents can be simultaneously displayed and updated. | I | |
| 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. | I | |
| The system shall include the ability to attach photos to an incident. | I | |

3.2.3 Unit Recommendation and Dispatch

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|-----------|
| The system shall be able to recommend units to respond to police incident. | I | |

| | | |
|--|---|--|
| Response algorithms shall be based on incident location, incident type, unit availability, and GPS location. | I | |
| 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. | I | |

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|---|
| The dispatcher shall be able to accept the recommended dispatch with a single key or edit the recommendation as needed. | I | |
| 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. | I | |
| There shall be a customizable screen for dispatchers and call takers. | I | The location and size of the forms can be defined and saved by each user. |
| The system must support multiple command lines. | I | |
| Dispatchers must be able to free and hold a unit in one simple command. | I | |
| The system must support NCIC queries via the command line. | I | |
| The system shall allow multiple case numbers per incident in one command. | I | |
| The system shall be able to create a case number from an incident without reopening the incident | I | |
| There shall be a log of unit's prior incidents. ORI Based | I | "ORI Based" is not relevant |
| There shall be a log of unit's prior status changes. ORI Based | I | "ORI Based" is not relevant |
| The system must compile and print a Shift Bulletin. Configurable to agency needs. ORI Based with Configurable Security Rights. | I | Not configurable, but editable after creation. User must have the ability to run a shift bulletin. understood. It is not agency configurable. |

| | | |
|---|---|--|
| The system must compile and print a Media Bulletin. ORI Based with Configurable Security Rights. | I | It is not agency configurable |
| 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. | I | Full searching of all fields in the incident table. Search results may be manipulated in the grid to show specific columns, grouping, and sorting. Security is user based, not by agency |

| 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. | I | "ORI Based" is not relevant |
| 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. | I | "ORI Based" is not relevant |

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. | I | |
| 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. | I | |
| The system must have the command "Exchange Units" to dispatch a unit to an incident while simultaneously clearing a unit it is replacing. | I | |

| | | |
|--|---|--|
| 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. | I | |
|--|---|--|

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. | I | |
| The system must have the ability to have a Unit location different from the Incident location. | I | |
| 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. | I | |

3.2.5 Rotation Towing

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|-----------|
| The system shall be capable of recommending a vehicle tow company upon request. | I | |
| The tow company recommended shall be the next company on the rotating list. | I | |
| The frequency of rotation shall be configurable, i.e., each call, daily, weekly, etc. | I | |
| The system shall be capable of allowing the manual selection of "next up" on the tow list. | I | |
| The selected tow company shall be recorded in the incident record. | I | |

| | | |
|---|---|--|
| The system shall handle tow requests for big rigs, RVs, hazmat and driver's choice. | I | |
| The system must allow a dispatcher to manually select a rotational tow. | I | |

3.2 Police Records Management Functions

3.2.1 Master Name File

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|--|
| The Master Name file maintains the database of persons encountered by the agency. | I | |
| 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. | I | |
| The system matches new information to the Master Name file with existing persons in the database when appropriate. | I | |
| 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. | I | |
| When a Master Name record is displayed, both parts of the record are displayed. | I | |
| 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. | I | There are actually as many as 15 screens of information for each person. |
| The history display shall always initially display the most recent encounters with the person. | I | |
| The Master Name function shall include the ability to page through the Master Name file. | I | |

| | | |
|---|---|--|
| The Master Name function shall include the ability to page through the Master Name history for a given person. | I | |
| The Master Name function shall include the ability to add, update, or delete a Master Name record based on security rights. | I | |

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. | I | |
| The Master Name function shall include the ability to print a Master Name record with or without criminal history log information. | I | |
| 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. | I | |

| | | |
|--|---|---|
| <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 | I | “Any other field” look ups shall be made through the very robust Search feature |
| 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. | I | |

3.3.1 Master Name File – Continued

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|--|
| The system shall collect Scars, Marks, Tattoos that correspond the NCIC standards. | I | |
| The system shall support electronic file attachment. | I | |
| The system shall collect photographs or mugshots. | I | |
| The system must be able to create a photo line-up | I | |
| The system shall have the ability download all CLETS and NCIC forms into the system to include the data elements from CLEWS | N | RIMS provides more than 100 such forms |

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. | I | |
| 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. | I | DUI interviews may be attached to a case. FST's may be pre-created through agency attachment forms (form fillable) and auto attach to the case. The same goes for DV, as the agencies may create their own fillable forms. Traffic reports are handled via a 555 that is created as a case in RIMS, with full search capabilities for statistics. |
| The system shall maintain a reports log. | I | |
| The reports log shall be easily viewed and browsed. | I | |
| The reports log shall contain the police report number, date, offense, officer, and status, at a minimum. | I | |
| A command shall be provided to permit easy generation of a police report number. | I | |
| Pertinent incident information shall be automatically transferred to the police report record from a CAD incident record when it is created. | I | |
| Police reports shall include a cover sheet - who, what, where, when. | I | |

| 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.). | I | |
| Information from police reports shall be automatically propagated to the Master Name File. | I | |

| | | |
|---|---|--|
| The police reports shall contain vehicles involved information. Detailed vehicle information shall be recorded and propagated to the associated vehicle file. | I | |
| The police reports shall contain method of entry and other specific information required for the UCR/NIBRS/CIBRS reports. | I | |
| The police reports shall contain narrative and unlimited subsequent supplements. | I | |
| Integral spell checking for narratives and supplements shall be provided. | I | |
| The system shall allow the user to "cut and paste" text from a word processing program to a narrative/supplement. | I | |
| The police reports shall contain officer/reviewer signoff and report routing. | I | |
| The report screen shall include the ability to add an unlimited number of photos and other images to the report. | I | |
| The report screen shall include access to a log of all state queries associated with the report & the associated returns. | I | |

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|-----------|
| It shall be possible to associate an unlimited number of other files with the report (PDF, spreadsheets, etc.) | I | |
| A notes section (besides that associated with the case investigation) shall be included. | I | |
| Explicit tracking of assaults on officers must be included for each case. | I | |
| An approval log must be available to list all reports not yet approved by a supervisor. | I | |

| | | |
|--|---|--|
| 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. | I | |
| The approval process must allow supervisors and records clerks to attach lists of problems with reports to the report for the officer to correct. | I | |
| The system shall allow Supervisors, based on security rights and ORI to make minor edits to the reports. | I | |
| 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. | I | |
| Once approved, a case must be "locked," i.e., not subject to change (except for supplementary narratives) except by personnel with sufficient security level. | I | |
| The system must collect and tally solvability factors. | I | |

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|-----------|
| The system must support an agency creating their own fillable forms that auto-attach to the case. | I | |
| The system must support routing internally and externally for the case. | I | |
| The system must have a subsystem to support prosecuting attorney access. | I | |
| The case report must allow attachments for any supported Windows file, photographs, video, etc. | I | |
| The case must be able to be marked confidential, confidential to a specific division, confidential to a specific agency if multi-agency. | I | |

| | | |
|---|---|---|
| The case report must have a visual notification if the case isn't to be released. | I | |
| The case report must be able to be redacted and saved electronically, as well as, watermarked within the case itself. | I | |
| Police Reports can be sealed – locking access to authorized personnel through RMS. | I | Meets CA DOJ requirements |
| The system allows the sealing of one subject / suspect on a report that has multiple subjects / suspects listed. | I | |
| Police Reports can be expunged through RMS. | I | Using the utility to seal person records or purge offenses from cases |
| A Court Discovery Packet can be printed from RMS with a watermark. | I | |
| The system allows a 2 step verification process. | N | Requirement would require further definition |

| 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. | I | |
| The system shall provide a case investigation status detail display. | I | |
| The system shall provide appropriate status and progress reports. | I | Follow-up log, past due notifications, color coded log and more. |
| 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. | I | |
| 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. | I | |

| | | |
|---|---|--|
| 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. | I | |
|---|---|--|

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. | I | |
| An on screen citation log must be available that shows all recent citations with an option to just show those for a particular officer. | I | |
| The system shall include the ability to attach photos to citations. | I | |

3.3.5 Vehicles

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|---|
| The system shall maintain a CLETS data driven database of vehicles. | I | CLETS vehicle information is added to the master vehicle file |
| The vehicles database shall be built by entries generated by incidents, police reports, and citations, but can also be entered directly into vehicle database. | I | |
| Vehicle lookup shall be possible by entering a vehicle license plate, make and model, descriptors or any combination above. Wildcards must be supported. | I | |
| The system must allow examination and selection from a list of matches. | I | |
| 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. | I | |
| The most recent history entries must be displayed. | I | |

| | | |
|--|---|---|
| The system shall include the ability to attach photos to a vehicle record. | I | |
| Vehicle functions shall include updating and deleting vehicle information. Deleting based on ORI & Security Rights | I | The rights are based on security, but ORI is not included; we do not see the applicability of ORI because a vehicle can be associated with many physical positions, incidents and cases |
| Vehicle functions shall include adding and deleting history entries. Deleting based on ORI & Security Rights | I | See above |
| The vehicle record shall support officer safety warnings. | I | |
| The vehicle record shall support attachments of photographs. | I | |

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. | I | A real-time one way export interface to FileonQ is available and proposed. Because File-on-Q is a complete property management system, there is no need for us to quote our own enhanced property management system. Our RMS has a property subsystem which will suffice for working with File-on-Q. Our separate PropRoom product with bar coding, auditing, etc. would be superfluous, so we have responded as "not provided" to those and similar requirements. |
| The property subsystem shall enable the department to keep track of property that is in its property room and on the digital evidence server. | I | RMS tracks property in cases, however, it is presumed that the Digital Evidence server it attached to FileonQ, not RMS. |
| The system shall include a property log that shall record each property transaction, including property checked in and out of the property room. | I | |

| | | |
|---|---|--|
| The system shall allow the user to access property records via a serial number, brand, model, or item name and description. | I | |
| The system shall support bar coding. | N | |
| Multiple matches of property shall generate a selection list. | I | |
| The property system shall include the capabilities to add, delete, and modify property based on ORI and Security Rights | I | |
| The system shall support ad hoc searching and reporting. | I | |
| The property system shall allow the user to page through the property records. | I | |
| The system shall support custom bar code labels Configurable & based on ORI | N | |

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. | N | |
| The property system shall allow the user to page through the property records. | I | |
| The ability to track chain of custody and print a report from the property system. | I | |
| Property system provides the ability to generate a report that identifies when property can be purged by property type. | N | |
| Property system provides the ability to export data to a spreadsheet using the following; property type, date, or disposition. | N | |

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. | I | |
| The vehicle maintenance subsystem shall keep track of "service due" dates. | I | |
| The vehicle maintenance subsystem shall keep track of vehicle physical status. | I | |
| 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. | I | |

3.3.7 Vehicle Maintenance – Continuation

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|--|
| The system shall allow the downloading of agency created documents via a "Doc-Tab" | I | Supports attaching PDF, Word, etc. documents to a vehicle's record |

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. | I | |
| The system shall include the ability to attach photos to Field Interview. | I | For the master person record, yes |

3.3.9 Training Management System

| REQUIREMENT | RESPONSE | REFERENCE |
|-------------------------------------|----------|-----------|
| The system interfaces with P.O.S.T. | N | |

| | | |
|---|---|--|
| The system tracks and records P.O.S.T. and non P.O.S.T. courses for police officers, dispatchers, and professional staff. | I | |
| The system has a P.O.S.T. audit/compliance function. | I | |
| K9 Training Management | N | |

3.3.10 Other Records Management Files

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

3.3.10 Other Records Management Files - Continuation

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|---------------------------------|
| • Protection Orders | I | |
| • Be on the lookout (BOLO) – Persons & Vehicles | I | |
| • Missing Persons | I | |
| • Document Release Log | I | |
| • Stolen Vehicle Log | I | |
| • Arrest Log | I | |
| • Accident Log | I | |
| • Warrants | I | |
| • Search Warrants | I | |
| • Pawn | I | |
| • Concealed Firearm Application/Permits | I | |
| • Firearm Purchase Denials | I | |
| • False Alarm Module and False Alarm Log | I | False alarm report, no billing. |

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. | I | |
| The display of the detail records shall be shown as an overlay to the current display. | I | |
| No updating of the information in the overlay shall be permitted. | I | In some instances, yes, but only with security rights |
| Items on the overlay shall also be available for display in a subsequent overlay. | I | |

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. | I | |
| The ready reference file shall provide an easy means to enter, organize, and retrieve this reference information. | I | |
| The system shall support document, photograph, video, etc. attachments to the ready reference file. | I | |

| | | |
|---|---|--|
| Retrieval of ready reference information shall be allowed from a ready reference index display or directly via a brief identifier associated with each entry. | I | |
| Entries in the ready reference file shall consist of text information. | I | |
| There shall be no limit on the length of each entry. | I | |

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. | I | |
| A list of matching entries shall be created that shall be able to be reviewed on screen or printed. | I | |
| The raw data results should be displayed and easily sorted. | I | |
| The searches should be able to be saved for use at a later date, including all of the previous sorting. | I | |

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. | I | |
| The search results must be available in graphical form. | I | |
| 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. | I | |

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. | I | |
|---|---|--|

3.4.5 Help Screens

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

3.4.6 Reports

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|----------------------------|
| The system shall provide the following reports: | | |
| • Uniform Crime Reports (UCR) DOJ eCARS | I | Yes, until CIBRS is active |
| • NIBRS Compliance | N | CIBRS compliant, not NIBRS |
| • CIBRS Compliance | I | |
| • Racial and Identity Profiling Act of 2015 (RIPA – AB953) Stop Data Collection Form | I | |
| • CHP 555 Reports | I | |
| • Use of Force Reporting and Stat Tracking | I | |
| • Single Incident Report | I | |
| • Shift Bulletin | I | |
| • 24 Hour Incident Summary | I | |
| • Incident Summary by arbitrary date period | I | |

| | | |
|---|---|---|
| • Incident Summaries by time of day and day of week by department | I | |
| • Incident Response Times by time of day and day of week and Incident Priority. Customized Forms by ORI | I | These forms are not customizable. |
| • Officer Activity Reports | I | |
| • Frequently Responded to Locations | I | |
| • Officer Time Spent at a Location | I | |
| • Monthly Patrol Statistics | I | |
| • Unverified Locations | I | |
| • Crime Summary by Offense | I | |
| • Collision Reports – CHP 555 and related | I | |
| • Case Investigation Summary | I | |
| • Case Investigation Activity by Officer | I | |
| • Officer Log | I | |
| • False Alarms | I | |
| • Citations by Violation, by Officer, Location, Date, etc. | I | In combination with Search for all parameters |
| • Vehicle Log by Officer | I | |

3.4.6 Reports – Continuation

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|---|
| • Vehicle Usage Log | I | |
| • Vehicle Mileage Summary | I | |
| • Communications Center Call Handling Times | I | |
| • K9 Deployments Reports | N | Though statistics, as well as, other information can be obtained by using special circumstances with case and incident searches |
| • Customizable Reports (Others not listed) | I | RIMS has over 80 canned reports, other reports using tables such as incidents, cases, etc. can be created using Search |
| 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). | I | All, except those values tied to UCR or CIBRS, CHP 555, RIPA, etc. |
| 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. | I | Hundreds of ways to customize in three areas; - System configuration parameters - Agency configuration parameters - Data validation (drop down) tables |
| The system shall support the ability to capture digital signatures for various forms (e.g., property release). | N | Requires RIMS Property Room Bar Coding software which is not proposed based on the assumption you will not be replacing FileOnQ. |

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. | I | |
| Communications must meet DOJ's (applicable state and federal) data encryption requirements. | I | |
| Provide built in Advanced Authentication. | | |
| Consideration for support of touch screen computers (i.e., oversized buttons for frequently used transactions). | I | |
| Automatic transmission of relevant incident information to a unit when it is dispatched. | I | |
| Access to state and national vehicle and person information databases. | I | |

| | | |
|---|---|--|
| Ability to 'run' a person or vehicle through state and national databases. | I | |
| Ability to select an 'officer down' or urgent message to all mobile units and dispatch by a single press of a button. | I | |
| One-button digital unit status reporting/updating. | I | |
| The system shall allow the officer to create officer initiated incidents given permission by the agency and set to specific incident types. | I | |
| Officers shall be allowed to add people, vehicles, and comments to the incident that will be saved in the master databases. | I | |
| Mobile access to CAD and Records information including: | | |
| • Incident information | I | |
| • Current active incident summary | I | |
| • Current unit status summary | I | |
| • Obtaining officer report numbers | I | |
| • Officer report log review | I | |
| • Local vehicle information | I | |
| • Local person information | I | |
| • Incident history of local addresses and common place names | I | |

3.5 Mobile Computer Software/Officer Field Reporting Requirements - Continuation

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

3.6 Mapping

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|--|
| The system provides a mapping system. All requirements must be configurable. | I | There are a great many configuration parameters, however, there are inevitably some that are not configurable. |
| The systems are compatible with ESRI and Google Maps mapping technologies. | I | |
| Provides a separate, sizable window for map display. | I | |
| Map is completely integrated into CAD. | I | |
| Map is integrated into Records Management. | I | |
| The map automatically locates and zooms to a call for service on the map when the location is verified. | I | |

| | | |
|--|---|--|
| E9-1-1 calls are immediately located without dispatcher Interaction. | I | |
|--|---|--|

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. | I | |
| The map can be configured to show various layers depending upon the zoom level. | I | Yes, for ESRI |
| Layers can be manually activated at any zoom level. | I | |
| The map displays the locations of active incidents. | I | |
| The map displays the locations of all signed on units equipped with GPS. | I | |
| 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. | I | |
| A map of sex offenders addresses can be generated. | I | |
| The map shall support hot spot analysis and geo-fencing. | I | |
| Map activity with respect to AVL is recorded and can be played back (pursuit replays). | I | |
| Maps can be printed. | I | |
| Mapping is available on mobile computers. | I | |
| Mapping allows Geo-Fencing. | I | |
| Mapping allows Geo-Fencing notification module when a patrol car enters a specific area. | I | |

3.7 Automatic Vehicle Location (AVL)

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

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. | I | |
| State/NCIC interface must work through Contra Costa County Message Switch product. | I | |
| Supports searches for County warrants through Contra Costa County Message Switch. | I | |
| Supports menu based entry of common queries from all authorized users. | I | |
| Allows command line entry of person and vehicle queries. | I | |
| From the person display allows running that person with a dedicated button. | I | |
| From the vehicle display allows running that vehicle with a dedicated button. | I | |
| The person display includes quick access to a log of all the times the person has been run. | I | |
| The vehicle display includes quick access to a log of all the times the vehicle has been run. | I | |
| A state queries log is available that list state queries. | I | |
| A separate log of all criminal history queries is available that meets all state requirements. | I | |
| Responses to queries must be displayed automatically if the user is not otherwise occupied. | I | |

| | | |
|--|---|--|
| When multiple response messages are received the dispatcher must be able to easily page through them. | I | |
| 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. | I | |
| The dispatcher must be able to display the response to a displayed query by a direct method such as double clicking. | I | |

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 | N | We include around 120 State/NCIC/NLETS formats. The reference to agency requirements is not understood. |
| The system will handle the 2nd person verification of entries electronically. | I | |
| The system shall allow paging through the return with a hot key and allow specific returns to be kept open for view later. | I | Compiles a log for all returns and for each incident that can be viewed at any time. |
| The system will highlight the pertinent information on a return; name, DOB, etc. | I | For the western US states |
| Responses can be printed. | I | |
| All CLETS/NCIC forms shall be displayed the same in CAD/RMS/ and Mobile | I | |
| All CLETS/NCIC returns shall be the same in CAD/RMS/ and Mobile with an exception of no criminal history to Mobile. | I | |
| The printout includes the text of the associated query and the ID of the unit that ran it. | I | |

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. | I | Must use RIMS PropRoom |

| | | |
|--|---|--|
| Uses a wireless terminal with wand or Apple iPad. | I | |
| 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. | I | |
| Supports checking property in and out. | I | |
| Supports creating a list of common reasons for checking out property that can be entered from the bar coding terminal. | I | |

3.9 Bar Coding - Continuation

| REQUIREMENT | RESPONSE | REFERENCE |
|--|----------|-----------|
| Prints bar code labels singly or in bulk for a case. | I | |
| Supports printing on commonly available labels. | I | |
| Can print blank labels (with respect to property description). | I | |
| Allows for custom labels. | I | |
| Supports ad hoc audits with results. | I | |
| 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. | I | |
| Allows inventory reconciliation. | I | |

3.10 Text SMS Notification/Paging

| REQUIREMENT | RESPONSE | REFERENCE |
|---|----------|-----------|
| Automatic SMS text based on incident type is supported. | I | |
| Manual SMS message is supported. | I | |
| Individuals can receive text messages/paged. | I | |

| | | |
|---|---|--|
| Groups can be defined and paged as a group. | I | |
| Automatic SMS messages/Paging shall include incident information already entered by the call taker. | I | |
| 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. | I | |

Attachment B – Data Conversion Overview

Our proposal includes the cost for conversion of your Tyler RMS data – production database only. Data conversion does NOT include data extraction from the current system. You will provide the extracted data to be converted to Sun Ridge which shall consist RMS data (consisting of a single database per agency).

Per the information provided in your QA, we understand your wish to convert your Tyler TEST database and Laserfiche (cases prior to 2010) as well. We're certainly open to discussing these requirements with you but we are uncertain what the value/purpose would be at this time, therefore, we have not included the cost/effort to do these conversions in our proposal.

Once Sun Ridge receives the extracted data, Sun Ridge will evaluate it to determine which items may be converted into RIMS. As part of Sun Ridge's standard data conversion, Sun Ridge **attempts** to convert the following items. In some instances, all data may not be available or suitable for conversion.

RMS Data

- People:
 - Person Name
 - DOB
 - Contact Information
 - Description
 - Identification Numbers
 - Officer Safety Notifications
 - Log Entries for Connections to Cases
 - Log Entries for Citations
 - Log Entries for Field Contacts
 - Mug Shots (if stored in the RMS and NOT a separate database or system).
- Arrests:
 - Arrestee
 - Date/Time
 - Charges
 - Counts
 - Offense Level
 - Disposition
 - Booked/Cited Out.
- Vehicles:
 - License

- License
 - State
 - Make
 - Model
 - Year
 - Color
 - Type
 - Log Entries for Connections to Case
 - Log Entries for Field Contacts
 - Log Entries for Citations.
- Cases:
 - Location
 - Date Reported
 - Date Occurred
 - Classification/Type
 - Offenses
 - Case Dispositions
 - Date of Dispositions
 - Officer ID
 - Persons
 - Vehicles
 - Narratives
 - Supplements.
 - Attachments to cases are NOT converted.
- Accident Reports:
 - Location
 - Date Reported
 - Date Occurred
 - Classification/Type
 - Offenses
 - Case Dispositions
 - Date of Dispositions
 - Persons
 - Vehicles
 - Narrative
 - Supplements
 - CHP 555 and Diagrams are NOT converted.
- Warrants (if applicable):
 - Person Name
 - Warrant #

- Warrant Date
 - Type
 - Felony/Misdemeanor
 - Reason
 - Court
 - Judge
 - Case #
 - Cite
 - Docket
 - Ref #
 - Agency
 - Charges
 - Comment
 - Bail Amount
 - Served Date
 - Returned Date
 - Returned Reason
 - Recalled Date
 - Recalled Reason.
- Property in Cases:
 - Category
 - Article
 - Status
 - Description
 - Brand
 - Model
 - Item #
 - Property Code
 - Locations
 - Value-stolen
 - Recovered
 - Damage
 - Officer.
- Premises:
 - Common Place Name
 - Address
 - Contract Person
 - Contract Phone Number
 - Alarm.
- Streets (if electronic street file is available):
 - Street Name

- Intersections (with block ranges).
- Officer:
 - Name
 - ID
- Users:
 - Name
 - ID

Conversion of CAD, Laserfiche, field reporting or separate property room data has not been included.

Data conversion is an iterative process requiring the resources of your agency to be available to review converted data as soon as it is loaded and report any errors found to Sun Ridge. We recommend that you identify at least two people (per agency) to be part of a data conversion review team. It will be this team's responsibility to promptly review the converted data once it is loaded into RIMS, identify any problems with the converted data, and report those problems to us in an organized manner.

Sun Ridge will then correct the reported errors, re-run the conversion, reload it onto your system and ask your staff to again review the data. The cycle is repeated as often as is necessary to ensure that the data conversion is as complete and correct as possible. To assist you with the review process, Sun Ridge will have trainers available via phone and remote access to guide you. The Sun Ridge trainer is NOT responsible for reviewing or identifying errors in the converted data. They are responsible for facilitating the process with your staff.

In addition to the continued review of the data for the duration of the project via phone and remote access, there are two days of onsite data conversion review sessions with the Sun Ridge trainer and your staff.

Our data conversion specialist will work with your technical staff to determine:

- 1) The best format with which to provide the extracted data to the conversion specialist
- 2) The best method for transferring that data to the conversion engineer
- 3) The timing for the final extract, conversion, and load of data for go live

Attachment C – Acceptance Test Plan

The RFP describes a final demonstration (to the Cities' satisfaction) of the system to confirm the proposed functions are operational. We instead, are proposing our standard final acceptance plan in which allows you to fully exercise the system as you have configured it, during a defined acceptance test period. Our acceptance procedure is simple and very straightforward:

- It includes a money back guarantee; no agency has ever even considered taking us up on that.
- This Final Acceptance Test Plan has been in every contract ever signed by Sun Ridge in the past 20 years.
- RIMS has never failed this Final Acceptance Test.
- No agency has ever un-installed RIMS.

The following is our Acceptance Test Plan:

For thirty (30) days from the beginning of Agency's Operational Use of the Software or forty (40) days after the completion of installation and training by Sun Ridge, whichever comes first (the "Test Period"), Agency shall test the system for defects and anomalies. "Operational Use" is defined as the Agency's use of the Sun Ridge Software in the course of the Agency's daily business activities. During the Test Period, Sun Ridge shall address and attempt to resolve issues with the Software identified by Agency under Software Support Services. At the end of the Test Period, Agency shall accept or reject the Software as follows:

1. If Agency determines that the Software is performing to its satisfaction it shall immediately provide written notice to Sun Ridge of final acceptance of the Software ("Final Acceptance Notice"), and upon receipt of a valid invoice from Sun Ridge, shall process and pay the final milestone of the Contract Amount including any additional outstanding milestone Payment Amounts. Any remaining issues with the Software shall be covered as part of the original cost of the system and handled as maintenance items under Software Support Services.

2. If Agency decides to not accept the Software, then it must so notify Sun Ridge in writing within five (5) calendar days after the end of the Test Period (a "Rejection Notice"). If a Rejection Notice is given, this Agreement shall be automatically terminated and all payments already made by Agency to Sun Ridge, less the cost of project management, installation, data conversion, and training services

provided up to the date of termination, shall be returned to Agency by Sun Ridge within thirty (30) days after receipt of the notice.

If Agency fails to provide a Final Acceptance Notice or a Rejection Notice within five (5) calendar days after the end of the Test Period, then Agency's final acceptance of the Software shall be considered to have occurred and Agency and Sun Ridge shall proceed as described of in Section 1. above.

Attachment D – RIMS High Availability/Disaster Recovery Options

You may be asking how your agency can be protected from data loss in the event of hardware/software failures, cyber-attacks, or natural disasters and what is the best approach for hosting a law enforcement CAD/RMS system.

Fortunately, the database technology that the RIMS suite of products utilizes offers your agency many options. It all comes down to what factors you decide are most important to you.

RIMS uses Microsoft SQL Server for its database. Microsoft has been upgrading their high availability features in SQL Server regularly over the years. The goal here is to educate you on the various technologies available to your agency with respect to SQL server and the advantages and disadvantages of the options available to you in where you locate your database. While you may be looking to Sun Ridge Systems for the best or preferred method, it is up to your agency to determine what best fits into your current data center operation.

On Premise vs Cloud Database Storage

Before jumping into the premise vs. cloud discussion it is useful to think about what the most common failures are that take down systems in the real world. While we do not have detailed statistics, here are the most frequent kinds of system failures we have observed over the last couple of decades, with the most frequently observed first:

- Network problems, usually caused, unfortunately, by human error
- Running out of disk space
- Cyberattacks (a new one of the past few years)
- Disasters
- Physical server failures

Note that actual computer failures are not at the top of the list.

For the purposes of the following discussion, the RIMS suite of products is today a mixture of client-server database access and web-service technologies with Microsoft Azure hybrid connections for some app-based products, but the main CAD/RMS database is a Microsoft SQL server database.

Cloud database storage is merely a data center full of servers and hard drives, that is located somewhere in the world, and accessible via the Internet. If your agency's IT data center were only accessible via the Internet, you would refer to it as being in the Cloud. Often, people will think that the Cloud is a magical place where your data **MUST** live. That is not true as there are pros and cons to this solution.

A major touted benefit of having your database in the cloud is that it relieves the local IT operation of responsibility for the server. The importance of this is of course for you to judge. It must be balanced against the fact that some or most CAD/RMS vendors still require an on premise server anyway for back up or failure mode operation. On the other hand, if the proposed solution requires many, sometimes more than ten (virtual) servers/likely multiple physical servers, putting them in the cloud may be an attractive proposition. However, RIMS requires just two virtual servers and the majority of our clients use a single physical server; there is never a reason to use more unless you are running another server for redundancy, discussed further on.

Cost is another consideration --- the cloud is far from free. Cloud storage solutions come at a significant ongoing dollar cost for the data storage, the server software and the network access to get to that data. Microsoft Azure is no different. This cost can, over time, be more than the cost of an on premise server. A benefit is that Azure manages the server and high availability.

An important consideration, particularly in Northern California these days, is what happens in the instance of a major disaster. If you are relying on the cloud and your internet connection is cut, physically severed, you are left high and dry ---- unless you have a system configured with a local redundancy server of some kind . . . which begins to defeat the purpose of relying on the cloud. It used to be that such disasters were rare, but they don't seem to be rare anymore.

An on-premise solution has multiple advantages, but again it is up to you to decide what is important for your operation.

First, on premise lets you manage your system, deciding the hardware configuration you wish to employ for the new system or perhaps just adding (for RIMS) two virtual servers onto one of your existing physical servers. You will want to consider redundancy with the minimum being that the physical server set up should have basic redundancy built in, redundant power supplies and disk arrays as examples.

For law enforcement systems, besides reliability, performance is paramount. Most of that performance is embodied in how easy the system is to use: how simple, even obvious, is it to use for both daily and casual users. Second, from our experience, the number of steps required to execute any function is key for people that do the same functional sequences over and over as part of their job. There is a third performance consideration though – response time: How long does it take the system to perform a function. Our goal is to have no response time. That is, the user should not perceive a delay between keystroke or mouse click and the response, the exceptions being true database searches and reports as opposed to programmed functionality. However, with the cloud there is something called latency, the time it takes to get to the cloud for a database read or write. Currently, latency in California is low, although it may still manifest as a brief but noticeable delay when a data intensive function is executed – one that must query the database many times. An on premise solution with a fast solid state disk array is always preferable in achieving fast response time.

Third, in the event of a disaster, you have a chance to keep your system on line throughout rather than waiting for the internet to come back up. (We have also had agencies prepare to evacuate their RIMS server when the need arises.)

Lastly, with on premise, you may judge cloud database storage to be an optimal but not inexpensive backup solution. This means your data can be accessible from anywhere should you need to evacuate your building. The solution could automatically fail over to the cloud backup, restore from the backup to a new local server, or run directly from the cloud as discussed in the following sections.

Database High Availability

This term describes a database system that is dependable enough to operate without failing. While everyone wants a 99.9999% uptime system that never goes down, there is a cost to get your system to a point where it has that high percentage. It depends on how you build your high availability / disaster recovery solution and how much money you want to spend to make that happen.

There are Public Safety vendors that will tell you that their cloud solution has a 99.9999% uptime, but, when you read the fine print, that is assuming you have a 99.9999% network connection to them via the Internet.

Disaster Recovery

Should the hardware, operating system, database, network, or the physical building be compromised, do you have a backup of your data somewhere to restore to a new server, if needed? How long would that recovery take?

High Availability and Disaster Recovery

There are solutions that provide both High Availability and Disaster Recovery features that are covered later in this document.

How Long Can We Be Down?

This is a question that your agency needs to determine before picking a solution. Small agencies with one dispatcher on-duty can often be down for a longer period than large agencies that have 2 or more dispatchers on-duty. The larger the agency, the more users that will be impacted by the system being down. This is especially true during a natural disaster, the key time when your system needs to be operational.

Cost

Cost is often a huge factor in determining which solution is needed. While you could easily jump to the most expensive solution, it may be overkill and a huge ongoing cost to the agency.

High Availability and Disaster Recovery Options

The following are the solutions that provide both High Availability and Disaster Recovery options:

- Database Mirroring
- High Availability Group

SQL Server Database Mirroring (Standard Edition)

Using two servers and SQL Server Standard edition, database mirroring is created on multiple databases. The RIMS software is configured with both servers on the local PCs so that when the application is launched, it can determine which server is the active one. Should the primary SQL Server database fault, SQL Server would automatically activate the backup server.

While Microsoft has deprecated this feature, it is still supported in the latest SQL Server 2019 version. The new “**Basic**” availability group replacement option would not work since it only allows you to replicate ONE database – and RIMS utilizes a minimum of two databases.

This database mirroring solution provides both High Availability and a Disaster Recovery solution – since the agency would utilize separate server hardware. The backup server can also be located off-site, but still requires network accessibility. This is also the least expensive option to the agency. We have many agencies that are currently utilizing this option today.

SQL Server High Availability Group (Enterprise Edition)

This is a more expensive option as it requires the **Enterprise** Edition of SQL Server. Using two or more servers, an Always-On availability group (non-Basic) is created with multiple databases and a single listener. It also requires utilizing the Failover Clustering feature in Windows Server 2019 (available in both Standard and Data Center editions).

This provides an on-premise, high availability group and disaster recovery solution where failovers would have no impact on the application. While the Database Mirroring solution above requires the RIMS products to know the locations of both servers, this Availability Group only has one location that RIMS products address – making the client installation and management that much easier.

Microsoft Azure Cloud Failover

Optionally, you could extend the High Availability Group option to include the **Microsoft Azure** cloud location for the real-time failover disaster recovery databases. In this configuration, RIMS products would still be able to access the data, even though the databases are running from the Azure cloud.

Adding Microsoft Azure gives you all the performance and reliability of running locally using on-premise databases while having the security of being able to failover into the cloud using Microsoft Azure.

Your agency would need to setup and pay this monthly service from Microsoft Government Azure.

Backups

Regardless of whether your agency chooses a High Availability solution above, you still need to perform daily backups of the RIMS databases. This can be as simple as a daily backup to also including hourly transactional backups.

Agency Backups

If your IT department already has a backup solution in place, they can include the RIMS databases from SQL Server. Generally, there would be a minimal to no charge to include the RIMS databases into your IT's agency backup strategy.

Microsoft Government Azure Backups

With SQL Server 2016+, agencies can now backup databases directly to the Microsoft Azure cloud. This does require the setup and purchase of a new account with Microsoft Government Azure and your agency would be required to pay a monthly subscription to store your agency data.