

REQUEST FOR PROPOSAL (RFP) NR. PD-07-001
FOR
PUBLIC SAFETY COMPUTER SYSTEMS PROGRAM

PURCHASER: TOWN OF PINETOP-LAKESIDE

DEPARTMENT: POLICE DEPARTMENT

PURCHASING AGENT: Kent Brooksby

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ISSUE DATE: June 19, 2007

RETURN RESPONSES TO: Sherwood S. Eldredge Jr., Chief of Police

MARK: "RFP NR. PD-07-001: PUBLIC SAFETY COMPUTER SYSTEM"

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DIRECT ALL QUESTIONS TO: Sherwood S. Eldredge Jr., Chief of Police

REQUEST FOR PROPOSAL
TABLE OF CONTENTS

1.0 INVITATION, BACKGROUND, SCOPE AND INSTRUCTIONS

- 1.1 Invitation
- 1.2 Background and Scope
- 1.3 Vendor Qualification for Bidding
- 1.4 Proposal Type and Requirements
- 1.5 Vendor Questions and Responses
- 1.6 Proposal Response Format and Contents
- 1.7 Evaluation Criteria
- 1.8 System's Line Item Cost Forms
- 1.9 Additional Cost to Complete Form
- 1.10 Computer Systems Summary Form
- 1.11 Cost to Add Additional Licenses
- 1.12 Computer Hardware Cost Forms
- 1.13 Agency Systems Cost Allocation
- 1.14 Agency Hardware Cost Allocation

2.0 GENERAL SYSTEMS SOFTWARE REQUIREMENTS

- 2.1 General Functional Features
- 2.2 Master Indexed Searches

3.0 DETAILED SYSTEM SOFTWARE REQUIREMENTS

- 3.1 Computer Assisted Dispatch (CAD)
- 3.2 Records Management System (RMS)
- 3.3 CAD-E911 Interface

- 3.4 CAD-Map Centric Phase 2 System (CAM)
- 3.5 Image Gateway System
- 3.6 CAD-State Interface
- 3.7 Mobile Computer System (MCS)
- 3.8 Zetron Interface
- 3.9 Firehouse Interface
- 3.10 Live Scan Interface

4.0 MOBILE COMPUTER SYSTEM (MCS)

5.0 COMPUTER HARDWARE

- 5.1 General
- 5.2 Workstation and Transaction Activity Support Requirements
- 5.3 Existing Hardware Specifications
- 5.4 Vendor Recommended Hardware Specifications
- 5.5 Proposed Computer Hardware

REQUEST FOR PROPOSAL (RFP) _____

SECTION 1.0

INVITATION, BACKGROUND, SCOPE AND INSTRUCTIONS

1.1 INVITATION

The Pinetop-Lakeside Police Department (Agency) invites (Qualified) vendors that manufacture and provide factory turnkey installation, training, maintenance and support of their public safety computer systems to submit responses at their own expense to this RFP. The responses received will enable the Agency to complete its selection process.

1.2 BACKGROUND AND SCOPE

1.2.1 Background

The Agency currently provides dispatch services to Pinetop-Lakeside Police Department and to the Pinetop and Lakeside Fire Districts. Presently, the Pinetop-Lakeside communications center does not have a Computer Aid Dispatch computer system. It does have a Paradox based Records Management System containing approximately 150 megabytes of data. A review of these existing public safety computer systems in the Agency has determined that said systems and other systems employed by agency do not meet the current and anticipated requirements including information sharing, mutual aid and growth.

The Pinetop-Lakeside Police Department has established a Multi-phased Program to procure a Public Safety Computer System. The Program will address the replacement of the current Record Management System with the Public Safety Computer Systems detailed in Paragraphs 1.2.3 and 1.2.6 below.

1.2.2 Program Scope

The Program scope is as follows:

- Develop these Specifications and Requirements for the Systems
- Establish this RFP process
- Review Proposals from Qualified Vendors and select a Vendor based on criteria established in this RFP
- Procure the System in Phases based on availability of funds

1.2.3 The Public Safety Computer Systems (Systems)

The Systems shall consist of the following, listed in order of current priority:

- Computer Assisted Dispatch (CAD)
- Records Management System (RMS)
- CAD-E911 Interface
- Live Scan Interface
- Firehouse Interface
- Zetron Interface
- CAD-Map Phase 2 Centric System (CAM)
- Image Gateway System (MugShot, Crime/Accident Photo, Document Scanning)
- CAD-State Interface
- Mobile Data Terminal Interface

1.2.4 Host Systems

1.2.4.1 Primary Host to be located at Pinetop Lakeside Police Department

1.2.5 Software Operating Systems

The proposed Computer Systems software shall use a modern operating system and databases (updated as of 2005).

1.2.6 Computer Hardware Infrastructure (Computer Hardware)

The Town of Pinetop-Lakeside has an unused server with the following specifications X6DHT-G Motherboard (Dual 64 bit Xeon, Intel E7520 chipset, Adaptec ZCR Raid Card for RAID 5 (hot swappable) 1 GB DDR ECC RAM – Intel Xeon 3.0Ghz 64 bit CPU, 3 73 GB SCSI Hard Drives RAID 5 Configuration for 120 GB. Workstations are Windows XP, Mobile Data Computers will be Duo Core L2400 1.66 Ghz or equivalent.

1.3 MANDATORY QUALIFICATIONS FOR CONSIDERATION

1.3.1 Definition

The Vendor must have each of the following mandatory qualifications listed below to participate in this RFP. Note that the order of listing does not reflect any relative importance and vendors not able to provide evidence of the mandatory requirements will not be considered further.

The Vendor shall provide a response to each of the following in his Proposal Cover Letter signed by an officer of the Corporation (or Organization) submitting a response.

1.3.2 Qualifications List

1.3.2.1 The proposed Systems shall consist entirely of integrated Computer Software developed and supported by the Vendor. The use of third party systems are not acceptable.

1.2.2.2 The proposed Systems shall be fully operational in a minimum of thirty (30) separate Installations in County and Municipal Agencies.

1.2.2.3 Ten (10) year track record of directly producing and delivering public safety computer systems and at least two (2) years since the first release of Windows based CAD and Records Systems.

1.2.2.4 Financially sound

1.2.2.5 Have a General Commercial General Liability Insurance Policy which provides minimum coverage of \$1,000,000 combined single limit

1.2.2.6 Free of any litigation with private and governmental entities for five (5) years.

1.2.2.7 Vendor shall provide 24 x 7 x 365 Maintenance and Support using his own staff employees and not out-sourced resources.

1.2.2.8 Vendor shall not be in arrears or otherwise have any unpaid Federal and/or Arizona State employment, withholding, use and profit taxes.

1.4 PROPOSAL TYPE AND REQUIREMENTS

The proposal shall be as follows:

- (1) Fixed Price Line Item Costs
- (2) System's Line Item Costs in Paragraph 1.8 shall be guaranteed by bidder for twenty-four (24) months from date of contract award to enable phased purchase of Systems.
- (3) Turnkey Computer Systems and Computer Hardware Implementation
- (4) Turnkey Computer Hardware Implementation if proposed
- (5) Delivery, Installation, Training, Warranty, Maintenance and Support as specified herein
- (6) Responses to all Requirements in Sections 2.0, 3.0 and 4.0 below
- (7) Provide a commitment from a bonding company licensed to do business in the State of Arizona for a Performance Bond for 100% of the total contract price.

- (8) Provide information about guarantees and warranties that will be provided for software and labor for this Project.

1.5 VENDOR QUESTIONS AND RESPONSES

Vendors shall submit all questions in writing by letter or by e-mail. Only written responses from the Agency shall be considered as part of this RFP. The Agency will respond to questions submitted two (2) or more weeks before the Due Date. Responses to any question of significance will be sent to all vendors by e-mail.

1.6 PROPOSAL RESPONSE FORMAT AND CONTENTS

Proposals must consist of the following Parts and in the specific formats detailed below. Proposals shall have a Cover Letter signed by an officer of the bidder's organization authorized to bind that organization and shall contain a Statement certifying compliance with Paragraph 1.4. The Statement shall certify: (1), that the Line Item Costs are warranted for twenty-four (24) months from contract award; (2), the Agency may, at its sole option, select any Line Item(s) and related services for purchase(s) at the Line Item Costs and reject all other Line Items; (3), that the Agency at its sole option, may not implement multiple Program phases and/or purchase any Line Items from another vendor; (4), Detail how or when any exception to Paragraph 1.3.2 will be met before delivery of the System; and (5) indicate that the insurance and bonding required by sections 1.1.2.5 and 1.4.7, above, will be in place within five (5) days of the award of the bid by the Town..

1.6.1 Proposal Part 1. Management Summary

The Management Summary shall be written for non-technical personnel and contain a summary of the contents of the proposal including:

- (1) Summarize your qualifications and experience for turnkey, multi-agency systems to bid this RFP.
- (2) Brief Summary of the proposed Systems Computer Hardware and their integrated design features including, but not limited to, future expansion to your CAD, RMS and Mobile.
- (3) State the source, owner and copyright holder of the Systems proposed if the Systems were not developed by your employees.
- (4) List of all lawsuits and litigations, past and current with private and with public agencies.
- (5) Provide a D&B, Bank or equivalent financial reference(s) that will verify your financial stability over time.

1.6.2 Proposal Part 2. Corporate Data

The following corporate information shall be submitted:

- (1) Provide the type of organization (partnership, corporation, etc.) and state where organized and the names of all persons/entities having 10% or more ownership.
- (2) Provide a summary of your firm's experience in public safety on modern computer systems with an emphasis on region systems serving county and municipal agencies.
- (3) Describe your policy and program for 24 x 7 maintenance and support, enhancement and new releases of the Systems you propose. Describe all other levels of support you provide.
- (4) State the location(s) of the company office(s), representatives and maintenance personnel who will support the proposed System.

- (5) Provide a Reference List of name, address, telephone number and contact person of every County and municipal agency for whom you have installed the proposed Computer Systems.
- (6) Provide the names, addresses, telephone numbers and policy numbers for the vendors for the insurance and bonding required by sections 1.2.2.5 and 1.4.7, above.

1.6.3 Proposal Part 3. Proposed Computer Systems Software Description

- (1) Provide a detailed description of the proposed Systems. Use the format of Systems detailed in RFP Section 3.0 to organize your detailed description of each and every System.
- (2) Provide a List of the features and functional requirements of RFP Sections 2.0 and 3.0 included in your bid prices that will require development in order to meet these specifications (You entered Code “2” in your Proposal Part 5).
- (3) Provide a List of the features and functional requirements of RFP Sections 2.0 and 3.0 NOT included in your bid price that you will deliver at additional cost (You entered Code “3” in your Proposal Part 5). Provide the cost of each Item on the List.
- (4) Provide a List of the features and functional requirements in RFP Sections 2 and 3 that you will not provide (You entered Code “O” in your Proposal Part 5).
- (5) Detail your proposed Records Management System Conversion.

1.6.4 Proposal Part 4. Hardware Requirements

Complete RFP Section 4.0 and include RFP Section 4.0 in your Proposal Part 4. State the expansion and upgrade capabilities of the proposed System and what additional computer hardware is required to support the System if a 100% growth is experienced in the activity detailed in Section 4.2.

1.6.5 Proposal Part 5. Detailed Compliance Response

Attach a copy of RFP Section 2.0 and Section 3.0 of this RFP. For each Item where indicated by a " _____", enter in one of the following codes:

CODES	COMPLIANCE RESPONSE
<u>1</u>	Requirement/Specification is met by the proposed Systems and is included in the bid. Feature will be demonstrated upon request.
<u>2</u>	Requirement/Specification requires development and costs are included in the bid as indicated in your Proposal Part 3 (2). Feature will be demonstrated prior to proposed delivery.
<u>3</u>	Requirement/Specification will be delivered as an enhancement at the additional cost not included in the bid as listed in your Proposal Part 3 (3).
<u>0</u>	Requirement/Specification is not met by the proposed System and is not available as listed in your Proposal Part 3(4).

A BLANK ENTRY WILL BE CONSIDERED AS "O".

1.6.6 Proposal Part 6. Maintenance, Support and Enhancements

The Vendor's policy and methods for Systems' maintenance, agency support and enhancement should be described in this section. Items that should be described are:

- (1) Telephone Support for the Systems 24 hours by 7 days
- (2) On-site support policy if problems arise due to the Systems
- (3) Enhancement program anticipated for the Systems
- (4) Cost of enhancements
- (5) Cost of new software modules
- (6) Cost of new releases and anticipated frequency
- (7) Cost of manual updates
- (8) Cost of maintenance

1.6.7 Proposal Part 7. Implementation Services

Provide in detail the type and amount of services provided for:

- (1) Configuration, Generation and Installation
- (2) Training
- (3) Maintenance and Support

Also provide a breakdown of the number of classes for each class type, the number of students to be trained in each class type, the length of each class type and the number of man days of training to provide the total number of classes as proposed in the Cost Form in Paragraph 1.8.2. The student requirements are as follows:

	<u>STAFF TYPE</u>		<u>TOTAL</u>
	System Manager		
CAD	Call Taker		
CAD	Fire		
RMS	Command Staff		
RMS	Investigators		
	Patrol Officer		

1.6.8 Proposal Part 8. Implementation Schedule

This section of the proposal should specify the time frame and Schedule of activities to be completed between the contract signing and the completed Systems. The desired time period for the entire implementation is thirty-six (36) weeks. Assume all Systems are purchased at one (1) time for this purpose. Provide the following:

- (1) A description of each program phase; Provide details of your approach for acquiring information on each agency and servicing their individual implementation requirements.
- (2) Estimated time of each phase

1.6.9 Proposal Part 9. Cost Proposal

- (1) Use the Cost Forms in Sections 1.8 to 1.12 for your proposed fixed price costs.
- (2) Detail any Additional Costs for items required to furnish a fully operational System meeting all relevant specifications herein that is not

specified in Part 1.8. Failure to do so will not relieve you from the requirement to also furnish said Items at your proposed cost.

- (3) Vendor's should list in the appropriate column any discount offered by the vendor. Vendors may at their discretion indicate the total discount as applied to overall project
- (4) Additional costs, if any, for guarantees or warranties
- (5) Costs of ongoing maintenance for years one through five after implementation.

1.6.10 Proposal Part 10. License/Contract Agreement

Attach a copy of your software License Agreement(s) and contract terms for the System proposed post delivery annual maintenance and support and annual costs for all new enhancements to the System and new versions to be released of the System for Year 1 and Years 2 through 5. Terms shall include the provision of Source Code in the event your firm goes out of business.

1.7 EVALUATION CRITERIA

1.7.1 Short List

The following Criteria in the order of decreasing weight will be used to evaluate all proposals for inclusion of a Short List of vendors that will be invited to present a demonstration, at their own expense, of their proposed Systems:

- (1) Demonstrated ability of the proposed Systems to meet all the requirements and specifications in RFP Sections 2.0 and 3.0 and other features as detailed in Vendor's Proposal Part 5.
- (2) Quality of the vendor's track record in public safety for the type of Systems detailed herein resulting from the Agency's contacts with Vendor's References in this Proposal Part 2.
- (3) Proposed maintenance, support and enhancement programs.

- (4) Documented financial stability.
- (5) Proposed implementation and training program, time schedule and costs.
- (6) Proposed cost in terms of overall cost for five (5) years.
- (7) Length and scope of guarantees and warranties.

1.7.2 Final Evaluation of Short List

The following are critical Criteria in the final selection of a vendor:

1.7.2.1 Vendor Demonstrations of Features and Functions as follows:

- (1) Demonstration of proposed actual Systems' features and their functional compliance with the RFP
- (2) Demonstration of other features, functions and transactions that enhance Systems' reliability, performance and operator efficiency
- (3) Demonstration of efficiency of User navigation and interfaces to perform transactions
- (4) Agency's hands-on use of the Demonstration System
- (5) Other benefits offered by vendor

1.7.2.2 Visit(s) to Selected Vendor Sites

- (1) Verification of integrated Systems delivered
- (2) Verification of Vendor representations
- (3) Verification of Vendor performance at installed Systems

1.8 SYSTEM'S LINE ITEM COST FORMS

Provide a Cost Allocation to each Agency using Chart 1.8.1 for each Agency. Base your individual agency costs for Systems Software on the number of Workstations for CAD and RMS.

1.8.1 Systems Software Cost Form

SYSTEM WS= workstations	LICENSE FEES	INSTAL L FEES	DISCOUN T IF ANY	YEAR 1 24x7 MAINTENANC E AND SUPPORT	TOTAL YEAR 1	YEARS 2 TO 5 24x7 MAINTENANC E AND SUPPORT	5 Year Total
1. CAD (3 WS)							
2. RMS (11 WS)							
4. E911 INTERFACE							
5. CAD-MAP INTERFACE							
6. CAD- STATE INTERFACE							
7.FIREHOUSE INTERFACE							
8. IMAGE SYSTEM							
9.IDENTIX LIVE SCAN INTERFACE							
10.CAD-FIRE RIP AND RUN							
11.MCS SERVER > 30 MOBILES							
12.MCS CAD- PTPD (18 CLIENT)							
13.MCS MAP- PTPD (18 CLIENT)							
14.MCS STATE							

INTERFACE							
15.MSC CAD – PTFD (9 CLIENTS)							
16.MCS MAP – PTFD (9 CLIENTS)							
17.MCS CAD – LFD (6 CLIENTS)							
18.MSC MAP- LFD (6 CLIENTS)							
19.XPEDITER RECORDS CONVERSIO N							
TOTALS	\$	\$		\$	\$	\$	

1.8.2 Training Services Cost Form

SYSTEM	DAYS	RATE	TOTAL	TRAVEL AND DIEM	TOTAL
1. System Manager					
2. CAD					
3. RMS					
5. Other					
TOTALS	\$	\$	\$	\$	\$

1.9 ADDITIONAL COST TO COMPLETE COST FORM

Provide an itemized list of any items not included above for each System by the Purchaser, and related costs that you deem necessary to provide a fully functional system meeting all of the requirements specified in RFP Sections 2.0 and 3.0. Failure to provide said list shall not relieve the Vendor from providing such items as necessary to a fully functional system meeting all of the requirements specified in RFP Sections 2.0 and 3.0 that the Vendor proposed to meet at the Fixed Price Purchase Costs proposed.

ITEM	COST
1.	\$
2.	\$
TOTAL	\$

1.10 COST TO ADD ADDITIONAL LICENSES

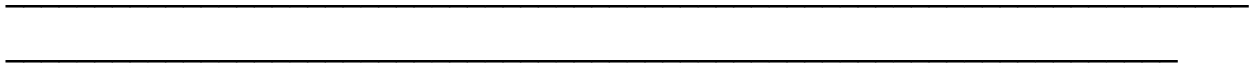
- CAD:** \$ _____ per workstation for
- RMS:** \$ _____ per workstation for twenty-four (24) months
- MCS CAD** \$ _____ per mobile data computer
- MCS RMS** \$ _____ per mobile data computer
- MCS MAP** \$ _____ per mobile data computer

All pricing will be guaranteed for twenty-four (24) months.

1.11 FINANCING OPTIONS

Will vendor provide any financing options?	Yes	No
Three (3) year zero interest payment plan	___	___
Vendor held low interest lease	___	___
Other financing options	___	___

Explain:



SECTION 2.0
GENERAL SYSTEMS SOFTWARE REQUIREMENTS

2.1 GENERAL FUNCTIONAL FEATURES

Systems as used below means CAD and RMS.

- _____ (1) The System proposed is part of a suite of seamlessly integrated CAD and RMS available for possible future purchase. Proposals not meeting this requirement will be rejected without further consideration.
- _____ (2) Budgetary costs for future purchase of CAD and RMS have been proposed using the RFP Form in Paragraph 1.11. Proposals not meeting this requirement will be rejected without further consideration.
- _____ (3) The proposed Systems' Programs (Software) must execute under XP. Proposals not meeting these requirements will be rejected without further consideration.
- _____ (4) The proposed Systems are developed and deployed in at least thirty (30) public safety installations. These installations must include Regional Multi-County and County-wide Systems serving multiple agencies with Police, Fire, EMS and Public Works Dispatch using CAD and Police Records Management using RMS. Proposals not meeting these requirements will be rejected without further consideration.
- _____ (5) Data and Information entered in any of the Systems is instantly available in all other Systems through use of a single Database. Proposals not meeting this requirement will be rejected without further consideration.
- _____ (6) The Computer Systems shall have no limitations of workstations, operators or agencies. Proposals not meeting these requirements will be rejected without further consideration.
- _____ (7) The Software shall be real time and multi-tasking.
- _____ (8) The Software shall provide CAD dispatch for four (4) distinct Services: Police, Fire, EMS and Public Works. There shall be a minimum

capability of 999 agencies for each Service. Each agency shall be able to have a unique Incident Number Series that links CAD and RMS Records and a unique Case Number Series that links Incident Numbers.

- _____ (9) The computer Software shall make extensive use of user defined code tables and geofile to facilitate user maintenance of the Systems and to maintain data entry integrity by editing the fields.
- _____ (10) Most screen-to-screen and field-to-field response times shall be minimized to the order of a second or two to support operator response in emergency dispatching and high work load environments.
- _____ (11) All major functions shall be facilitated by clicks and/or function keys to reduce keystrokes.
- _____ (12) The Software shall have the capability for an unlimited number of records.
- _____ (13) The CAD and RMS shall be image enabled to link and display mugshots, crime scene photos and documents linked to a given record.

2.2 MASTER INDEXED SEARCHES

The Computer System shall provide the following indexed master searches that simultaneously include the records created in CAD and RMS:

- _____ (1) Name
- _____ (2) Location
- _____ (3) Phone
- _____ (4) Incident Number
- _____ (5) Case Number
- _____ (6) License Tag

SECTION 3.0

DETAILED SYSTEMS' SOFTWARE REQUIREMENTS

___ (1) Vendor shall provide Systems on a Turnkey basis.

3.1 Computer Assisted Dispatch (CAD)

The vendor shall provide a CAD System meeting the following requirements:

3.1.1 CAD Features

The CAD System shall provide the following:

- ___ (1) Unlimited Agencies
- ___ (2) Single and Two Stage Dispatch From Any Workstation
- ___ (3) Windows E911 ANI/ALI Data Window
- ___ (4) Automatic Entry of E911 ANI/ALI Data into Record on Command
- ___ (5) Automatic Incident Number Generation by Agency and Service
- ___ (6) Separate Incident Numbers for Police, Fire and EMS and Public Agencies
- ___ (7) Date and Time Stamp Transactions
- ___ (8) Name Check for Warrants in RMS
- ___ (9) Name Check for Priors in CAD and RMS
- ___ (10) Name Check for Court Orders in RMS
- ___ (11) Verifies Addresses
- ___ (12) Verifies Intersections
- ___ (13) Verifies Common Place Names
- ___ (14) Translates and Verifies Alias Street Names
- ___ (15) Translates Alias Common Place Names
- ___ (16) Geofile Checks for Hazardous Locations
- ___ (17) Geofile Checks for Prior Incidents at Location in CAD and RMS
- ___ (18) Checks for Pending Incidents at Location
- ___ (19) Police, Fire, EMS and Public Works Responses based on Activity Code and Location. Responses include Unit Type and Number of each Unit Type

- ___ (20) Premise Response File (Pre Plan) flagged by Location
- ___ (21) Premise File Image enabled for Photos, Documents, Preplans, etc.
- ___ (22) Complies with Phase 1 and Phase 2 Wireless Mapping System
- ___ (23) Pinmaps E911 and Wireless Incident Location, Units and Responding Units
- ___ (24) Dispatches Police, Fire, EMS and Public Works Agencies from a Single or Multiple Workstations
- ___ (25) Dispatches to MCS when purchased
- ___ (26) Provides Automatic Multiple Services Dispatches for a Single Incident
- ___ (27) Displays Status of Incidents on CAD Screen and Map
- ___ (28) Pinmaps and Displays Status of Police, Fire, EMS and Public Works Agencies and CAD Screen and Map
- ___ (29) Incident Status Timers by Activity Code to alert Dispatcher
- ___ (30) Unit Status Timers by Activity Code and Status to alert Dispatcher
- ___ (31) Quick Entry Window Updates
- ___ (32) Quick Entry Window Traffic Stops
- ___ (33) Individual Dispatcher Radio Log
- ___ (34) Supervisor Combined Radio Log (All Dispatchers)
- ___ (35) Integrated with RMS for Import from CAD and Export from CAD of data to eliminate redundant data entry
- ___ (36) The CAD Screen shall have multiple windows for Data Entry, E911 and Wireless Incident Status, Unit Status Displays, Quick Entry and Traffic Stop.
- ___ (37) Multiple Windows that support a given incident on the same screen shall use Windows tools to configure size, place and remember the configuration for each individual dispatcher.
- ___ (38) The CAD Status Displays shall be real time and not require operator requests for update refresh.
- ___ (39) All CAD Status Displays shall be automatically refreshed by the Software as Status Changes are entered by dispatchers from any CAD workstation or from MCS.

- ____ (40) The CAD Software shall have the capability of configuring 100 unique status displays of units and incidents for individual CAD workstations.
- ____ (41) The CAD Software shall have the capability to dispatch any number of units to a given incident with clicks and/or function key.
- ____ (42) The CAD Software shall have the capability to dispatch to a single incident, separate police, fire, ambulance and other agency's responses without having to re-key duplicate incident data on each agency's dispatch record and to generate separate agency records with unique numbering sequences (for each agency).
- ____ (43) The CAD shall employ Quick Entry Windows to enter Unit Status, Incident Status, Traffic Stops and Shift Changes that enables the dispatcher to retain an in-process complaint screen while performing the aforementioned functions in a separate window(s).
- ____ (44) The CAD shall employ a Quick Entry Window to enter Wanted/Suspect Persons and Vehicles attached to each CAD incident. The Wanted/Suspect Window shall record Racial Profile Data.
- ____ (45) The CAD system shall have an Incident Log Function that enables the operator to enter unlimited comments on any incident and then recall the Log with a command key.
- ____ (46) The CAD shall have a Quick Entry Screen that enables a disposition to enter an officer initiated incident (traffic stops, etc.) and initiate a State Inquiry and keep another Incident Window active on the same Screen.
- ____ (47) The CAD shall have a Command Line Function that enables the dispatcher to enter Incident and Unit Status and Assignments and keep another Incident Window active on the same Screen.
- ____ (48) The CAD Software shall enable the agency to use its own syntax for the Command Line Commands.
- ____ (49) The CAD shall provide a Radio Log for each individual dispatcher and a Master Radio Log for Supervisor and/or Dispatch Entry.

3.1.2 CAD REPORTS

The CAD shall provide the following tabular dispatch reports:

- ___ (1) Daily Summary
- ___ (2) Blotter by Agency
- ___ (3) Analysis by Day
- ___ (4) Analysis by Shift
- ___ (5) Officer Activity
- ___ (6) Officer Activity by Shift
- ___ (7) Unit Activity
- ___ (8) Unit History
- ___ (9) Radio Log

3.1.3 AD HOC REPORTS

The System provides the following Ad Hoc Reports from the CAD Calls For Service Records that may be saved and customized by the User:

Call For Service Analysis

- ___ (1) Analysis By Agency
- ___ (2) CFS04-Analysis By Shift
- ___ (3) Analysis By Activity-Hour
- ___ (4) Analysis By Route/Beat-Hour
- ___ (5) Analysis By FireBox-Hour
- ___ (6) Analysis By EMS-Hour
- ___ (7) Analysis By Activity-EMS
- ___ (8) Analysis By Activity-FireBox
- ___ (9) Analysis By Activity-Route/Beat
- ___ (10) Analysis By Activity-Day

Call For Service Daily Summary

- ___ (11) Daily Summary-Shift
- ___ (12) Daily Summary-Activity

- ___ (13) Daily Summary-Location
- ___ (14) Daily Summary-Disposition
- ___ (15) Daily Summary-How Receive

3.2 RECORD MANAGEMENT SYSTEM (RMS)

- ___ (1) The RMS shall be a comprehensive, on-line, transaction based police records management system that is seamlessly integrated with CAD.
- ___ (2) Entry of a given person's data in RMS into the common Database shall immediately (within one (1) second) produce a listing of that person's Record(s) when inquiries are from any workstation operating in any of the Systems.
- ___ (3) Data Import and Export features shall enable operators to Import data from CAD and export data to CID MasterName, Location and Descriptor Databases for use by other Systems.
- ___ (4) RMS shall use the same Incident Records Segments for recording State and Local Incidents.
- ___ (5) RMS shall automatically produce the Arizona UCR/NIBERS Monthly Reports.
- ___ (6) RMS (Administrative Segment) shall enable the operator to specify if the incident record is reportable, or a State or a Local Incident.
- ___ (7) RMS Modules shall be seamlessly integrated with mug shot, crime scene photos and scanned documents through the Image Gateway System specified herein.
- ___ (8) RMS Property modules shall be integrated with Bar Code through the Image Gateway System specified herein.
- ___ (9) All RMS Modules shall be image enabled by the Image Gateway to produce and attach Mugshots, Crime Scene Photos, and Scanned Documents as applicable.

- _____ (10) Profile Data Screen shall be provided in Arrest, Witness Contact, Offender, Accident and Citation Modules detailed in Paragraphs 3.2.1 and 3.2.2 below.

3.2.1 INCIDENT MODULES

- _____ (1) Administration Segment shall be provided.
- _____ (2) Offense Segment shall be provided.
- _____ (3) Victim Segment shall be provided.
- _____ (4) Offender Segment shall be provided.
- _____ (5) Arrest Segment shall be provided.
- _____ (6) Witness/Contact Segment shall be provided.
- _____ (7) Property Segment shall be provided.
- _____ (8) Vehicles Segment shall be provided.
- _____ (9) Tow/Impound shall be provided within the Vehicle and Arrest Segment.

3.2.2 GENERAL MODULES

- _____ (1) Wants/Warrants Module shall be provided.
- _____ (2) Alarm/Census Module shall be provided.
- _____ (3) Court Order Module shall be provided.
- _____ (4) Citations Module shall be provided.
- _____ (5) Traffic Accident Module shall be provided.
- _____ (6) Case Management Module shall be provided.
- _____ (7) Pawn Shop Module shall be provided.
- _____ (8) Criminal Intelligence Database Module shall be provided.

3.2.3 RMS FEATURES

- _____ (1) Import/Export Functions are provided in RMS to avoid duplicate data entry.

- _____ (2) Administrative Module shall enable the operator to specify that the Record is not reportable.
- _____ (3) RMS shall have a Central Intelligence Database (CID). CID shall have Sub-modules to store multiple records that are created in each involvement of a given person. CID shall have Aliases, Descriptors, Addresses, Telephone Numbers, Vehicles, MOs, SMTs, Associates, Gang Memberships, Education and Employment. Each Sub-module shall have a minimum capacity of 99 records.
- _____ (4) An Import Function shall be provided to Import a person's Name, Descriptors, Address, etc. from the CID Module into a given Record for modification that will be uniquely linked to that Record's Incident Number and also automatically exported to CIS as supplemental records of that involvement.
- _____ (5) To preserve integrity of each involvement, Incident Records shall link by Incident Number to the database including CID to produce a unique set of person's Name, Address and Descriptors independent of all other sets of such records in the database linked by other Incident Record Numbers of that person.
- _____ (6) Incident Records shall link incident data to the CID Master Name to provide Criminal History/Involvement Listings (Rap Sheets).
- _____ (7) A Master Name Index (MNI) shall link CID Module Name Records to Incident Module Names. Incident Modules shall automatically transmit Names to the MNI File.
- _____ (8) RMS shall be Geobase driven for Location verification for tracking incidents by location and produce involvements by Location in RMS and CAD.
- _____ (9) The Security System shall specify the Rights for each person and groups of persons for: (1)each Agency; (2)each System in each Agency; and (3)each Function (View, Entry, Update, Print, Delete, Juvenile) within each Module of each of the Systems.

- ____ (10) The Security System shall enable the System to maintain independent and security protected records and reporting systems for each separate agency and bureau with all access functions as defined in (9) above.
- ____ (11) Any workstation in the System is capable of performing any RMS task while any other workstation simultaneously performs the same task or any other task in the same module or any other module only limited by the individuals security profile.
- ____ (12) The RMS shall provide Clicks and command keys to automatically view and/or print reports.
- ____ (13) RMS shall provide a means for automatic data import and/or transfer from Incident Module to Incident Module in order to eliminate duplicate data entry of fields.
- ____ (14) Records shall have Text Reports that employ Microsoft Word and link the Text Report directly to each Record.
- ____ (15) Records shall have a Log linked to each Record that stores one line entries.
- ____ (16) The Log shall automatically record the Date, Time and ID of each person that creates each entry.
- ____ (17) The Log shall require a separate purge capability available only to a supervisor with security authority.
- ____ (18) The Traffic Accident Module shall capture accident data suitable for analysis of traffic incidents and factors that may contribute and track persons and vehicles involved.
- ____ (19) The Citation Module shall be capable of providing the following Citations:
 - ____ (1) Traffic
 - ____ (2) Parking
 - ____ (3) Animal
 - ____ (4) Local Ordinance
 - ____ (5) Warning
 - ____ (6) Other

- _____ (20) The Citation, Accident, Field Contact and Offender Segments shall include Racial Profile Data.

3.2.4 REPORTS

RMS Modules shall provide the following reports:

ADMINISTRATIVE

- _____ (1) Record Report
- _____ (2) Segment Report
- _____ (3) Incident Report
- _____ (4) Blotter

OFFENSE

- _____ (1) Record Report
- _____ (2) Segment Report
- _____ (3) Incident Report

PROPERTY

- _____ (1) Record Report
- _____ (2) Segment Report
- _____ (3) Incident Report

VEHICLE

- _____ (1) Record Report
- _____ (2) Segment Report
- _____ (3) Incident Report

WANTS/WARRANTS

- _____ (1) Record Report
- _____ (2) Module Report

- ___ (3) Incident Report
- ___ (4) Warrant List

INVESTIGATIVE SUPPORT

ARREST

- ___ (1) Record Report
- ___ (2) Segment Report
- ___ (3) Incident Report
- ___ (4) Arrest Listing

CITATIONS/COURT SCHEDULE

- ___ (1) Record Report
- ___ (2) Module Report
- ___ (3) Court Order List

TOW/IMPOUND

- ___ (1) Record Report
- ___ (2) Module Report
- ___ (3) Incident Report

CRIMINAL INTELLIGENCE DATA BASE

- ___ (1) Record Report
- ___ (2) Segment Report
- ___ (3) Incident Report
- ___ (4) Involvement Report

VICTIM

- ___ (1) Record Report
- ___ (2) Segment Report
- ___ (3) Incident Report

OFFENDER

- ___ (1) Record Report
- ___ (2) Segment Report
- ___ (3) Incident Report

WITNESS/CONTACT

- ___ (1) Record Report
- ___ (2) Segment Report
- ___ (3) Incident Report

CASE MANAGEMENT

- ___ (1) Record Report
- ___ (2) Module Report
- ___ (3) Case Listing
- ___ (4) Investigators Listing
- ___ (5) Prosecutors Listing

CITATIONS

- ___ (1) Record Report
- ___ (2) Segment Report
- ___ (3) Incident Report

TRAFFIC ACCIDENT MODULE

- ___ (1) Record Report
- ___ (2) Module Report
- ___ (3) Accident Report

ALARM/CENSUS

- ___ (1) Record Report
- ___ (2) Module Report

3.2.5 AD HOC REPORTS

Provides the following Ad Hoc Reports programmed into the System that may be saved and customized by the User:

Call For Service Analysis

- (1) Analysis By Agency
- (2) Analysis By Shift
- (3) Analysis By Activity-Hour
- (4) Analysis By Route/Beat-Hour
- (5) Analysis By FireBox-Hour
- (6) Analysis By EMS-Hour
- (7) Analysis By Activity-EMS
- (8) Analysis By Activity-FireBox
- (9) Analysis By Activity-Route/Beat
- (10) Analysis By Activity-Day

Call For Service Daily Summary

- (11) Daily Summary-Shift
- (12) Daily Summary-Activity
- (13) Daily Summary-Location
- (14) Daily Summary-Disposition
- (15) Daily Summary-How Receive

Offense

- (16) Offense Disposition
- (17) Offense Activity-Day
- (18) Offense Disposition-MN
- (20) Local Code

Property

- (21) Property List

Vehicle

___ (22) Vehicle List

Arrest

- ___ (23) Arrest List
- ___ (24) Arrest List-Juvenile
- ___ (25) Arrest By Officer
- ___ (26) Arrest By Charge

Alarm

- ___ (27) HouseWatch List
- ___ (28) ALM02-Alarm Received

Case Management

- ___ (29) Active Case Aging List
- ___ (30) Investigators Case List
- ___ (31) Prosecutors Case List

Court Order

- ___ (32) Court Orders Defendant

Citation

- ___ (33) Citation List
- ___ (34) Citation by Officer
- ___ (35) Citation by Location
- ___ (36) Citation Collect Letter Parking

Warrant

- ___ (37) Warrant List
- ___ (38) Warrant List-Address Display

Geofile

- ___ (39) Geofile
- ___ (40) Alias
- ___ (41) Premise

- ___ (42) Common Name
- ___ (43) Intersection
- ___ (44) Hazard

Jail

- ___ (45) Jail Account Transaction
- ___ (46) Daily List Booking Report
- ___ (47) Daily Population Register
- ___ (48) Schedule Events
- ___ (49) Schedule Events-Facility

Civil Process

- ___ (50) Case/Process List

3.3 CAD-E911 Interface

The CAD-E911 Interface provides a link between the CAD and the E911 Premise Equipment ANI/ALI Controller. The E911 Interface shall meet the following requirements:

- ___ (1) Provides a utility to establish a separate ALI E911 queue for each operator's CAD workstation for calls answered by that Dispatcher.
- ___ (2) Provides an ALI Window on the operator's CAD Screen to list the E911 Calls that said operator has answered.
- ___ (3) Provides a click to enter the ALI fields into the fields of the CAD Data Entry Screen.
- ___ (4) Attaches the ALI message to the incident record to eliminate the paper call log.
- ___ (5) Meets Federal/NENA/AT&T Standards E911, Wireless Phase 1 and Phase 2 for Heart Beat and ACK/NAK.
- ___ (6) Transmits Phase 1 and Phase 2 Wireless automatically on receipt of CAD-Map.

3.4 CAD-Map Phase 2 System (CAM)

- _____ (1) This CAM shall provide for Map Display (PINMAP) of E911 received data and Unit Responses. The E911 received data includes E911 ANI and the Lat/Long of Phase 2 Wireless E-911 Messages.
- _____ (2) The CAM shall reverse geocode the Phase 2 Lat/Long to street address in the Map Database and display the Street Address on the CAD Entry Window.
- _____ (3) CAM shall Pinmap the Location Units upon sign-on.
- _____ (4) The Pinmapped locations of the Units shall then follow their Assigned Incident Locations.
- _____ (5) E-911 Incidents, Cellular Incidents will be displayed on the Map until the Incident is "closed". The responding Unit(s)/Station(s) will then be displayed at their home or current location(s).
- _____ (6) The CAD Workstation shall run both the CAD and Map software and display each on a separate monitor. This configuration shall use a dual-video card and only one keyboard and mouse to control the CAD and the Map on separate monitors.
- _____ (7) ICONs for Services (Police, Fire, EMS, Public Works) and Colors shall distinguish Services and Status.
- _____ (8) Text Displays on the Map shall also provide Incident Number, Activity/Call Type, Addresses, Unit Numbers and Status activated by cursor hover, clicks and Sidebar display windows.

3.5 IMAGE GATEWAY SYSTEM

The Image Gateway System shall meet the following requirements:

- _____ (1) Capture Mug Shots
- _____ (2) Link Mug Shots to CAD and RMS
- _____ (3) Capture crime scene, accident, etc. photos
- _____ (4) Link photos to RMS records
- _____ (5) Scan documents and link documents to CAD and RMS

- ____ (6) Link Photos and Documents to CAD Premise File Records
- ____ (7) The vendor shall provide a list of electronic cameras and scanners (to be purchased separately) that are compatible with the Image Gateway System.
- ____ (8) The Image Gateway System shall supply the above capabilities for capture and viewing on any workstation licensed to the proposed Systems at no additional cost.
- ____ (9) The Image Gateway System shall supply Bar Code for Property Modules in RMS Arrest and Property/Evidence.

3.6 CAD-STATE INTERFACE

CAD-State Interface shall provide the following transactions to the State/NCIC directly from the CAD:

- ____ (1) Name and DOB
- ____ (2) License Plate, State
- ____ (3) Vehicle Identification Number
- ____ (4) Drivers License Registration

3.7 CAD-Zetron Interface

CAD-Zetron-Interface shall provide the following fields to a Zetron Paging Encoder:

- ____ (1) Incident Number
- ____ (2) Date Received
- ____ (3) Time Received
- ____ (4) Incident Location
- ____ (5) City
- ____ (6) Activity
- ____ (7) Complainant

____ (8) Complainant Address

3.8 CAD-Firehouse Interface

CAD-Zetron-Interface shall provide the following fields to the Firehouse CAD Monitor:

- ____ (1) Incident Number
- ____ (2) Date Received
- ____ (3) Time Received
- ____ (4) En Route Time

- ____ (5) At Scene Time
- ____ (6) Time Completed
- ____ (7) Time Received
- ____ (8) Transport En Route Time
- ____ (9) Transport At Scene Time
- ____ (10) Incident Location
- ____ (11) City
- ____ (12) Activity
- ____ (13) Complainant
- ____ (14) Complainant Address
- ____ (15) Units Assigned

3.9 Identix Interface

The RMS System shall send the following fields to an Identix b.txt file on a shared PC located at the Pinetop-Lakeside Police Department:

- ____ (1) Master Name Index Number
- ____ (2) Arrest Number
- ____ (3) Arrest Date

- ___ (4) Arrest Time
- ___ (5) Last Name
- ___ (6) First Name
- ___ (7) Middle Name
- ___ (8) Address
- ___ (9) City
- ___ (10) State
- ___ (11) Zip code
- ___ (12) Telephone Number
- ___ (13) Arrest Charge – Statute
- ___ (14) Social Security Number
- ___ (15) FBI Number
- ___ (16) State ID Number
- ___ (16) Sex
- ___ (16) Race
- ___ (16) Height
- ___ (16) Weight

4.0 MOBILE COMPUTER SYSTEM (MCS)

The vendor shall provide an MCS meeting the following requirements:

- ___ (1) The vendor can supply an MCS that will use Wireless Cards using 1XRTT or EVDO Radio Network.
- ___ (2) The MCS System shall be the vendor’s own product and maintained by the vendor.

The MCS Interface shall provide the following transactions:

- ____ (1) MCS Status To CAD
- ____ (2) CAD Dispatch To MCS
- ____ (3) MCS Disposition to CAD
- ____ (4) MCS Traffic Stop to CAD
- ____ (5) CAD Message to MCS
- ____ (6) MCS Message to CAD
- ____ (7) MCS RMS Name Inquiry to RMS
- ____ (8) RMS Record Lists to MCS
- ____ (9) RMS Text Reports to RMS
- ____ (10) MCS RMS Incident Reports to RMS
- ____ (11) MCS RMS Screen Fields on MCS shall duplicate RMS Screen Fields
- ____ (12) MCS RMS Field Edits shall duplicate RMS Field Edits
- ____ (13) MCS to State: License Plate Check
- ____ (14) MCS to State: VIN Check
- ____ (15) MCS to State: Name, DOB Check
- ____ (16) MCS to State: Driver's License Check
- ____ (17) Driver's License Swipe shall be provided on the Mobile Client

SECTION 5.0

COMPUTER HARDWARE

5.1 GENERAL

The Agency will purchase the Computer Hardware meeting vendor recommended specifications under a separate procurement. Detailed in Section 4.2 below are the Agency’s Workstation and Transaction Activity requirements. Detailed in Section 4.3 below is the existing Agency’s hardware. Enter your recommended hardware specifications in Section 4.4. In the event that you wish to propose a turnkey installation of the Computer Hardware, complete Section 4.5. The Agency, at its sole option, will purchase the Computer Hardware if proposed by the Vendor from the Vendor or from another source.

5.2 WORKSTATION AND TRANSACTION ACTIVITY SUPPORT REQUIREMENTS

5.2.1 Workstations

The Agency will supply their local Workstations, LANs and Utilities. The following are the anticipated increases in Workstations (WS)

<u>WORKSTATION TYPE</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
CAD Dispatch Workstations	<u> 0 </u>	<u> 1 </u>	<u> 0 </u>	<u> 0 </u>
RMS Workstations	<u> </u>	<u> 2 </u>	<u> 2 </u>	<u> 2 </u>

5.2.2 Current and Projected Transactions Activity

	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
CAD Calls per Year	5,000	5,500	6,000	6,500
RMS Incident Records per Year	1,800	1,900	2,100	2,500
Arrests Per Year	700	750	800	850

Traffic Tickets per Year	2,000	2,200	2,500	3,000
Accidents per Year	209	225	230	250

5.3 EXISTING HARDWARE SPECIFICATIONS

5.3.1 Existing Servers:

X6DHT-G Motherboard (Dual 64 bit Xeon, Intel E7520 chipset, Adaptec ZCR Raid Card for RAID 5 (hot swappable) 1 GB DDR ECC RAM – Intel Xeon 3.0Ghz 64 bit CPU, 3 73 GB SCSI Hard Drives RAID 5 Configuration for 120 GB.

5.3.2 Existing CAD and RMS Workstations

	CAD	RMS
Processor Speed	2400Hz	2400 Hz
Main Memory	512_MB	512_MB
Disk Storage	_80_GB	_80 GB
Ethernet	_100 MB	_100 MB
Monitor Sizes	__19_ in	__19 in
Operating System	XP Pro_	_XP Pro
MS Word Processing (Y/N)	___Y___	___Y___
Ad Hoc Reports	_____	_____

__Y__ Existing CAD Work Stations Adequate (Y/N)?

5.4 VENDOR RECOMMENDED HARDWARE SPECIFICATIONS

	CAD	CAD-Map	RMS
Processor Speed	____MHz	____MHz	_____
Main Memory	____MB	____MB	____MB
Disk Storage	____GB	____GB	____GB
Ethernet	____MB	____MB	____MB

Monitor Size	_____	_____	_____
Operating System	_____	_____	_____
Word Processing	_____	_____	_____
Ad Hoc Reports	_____	_____	_____

5.5 PROPOSED COMPUTER HARDWARE

Vendors shall complete this Section. The vendor may quote a major manufacturer that provides equivalent “top-of-the-line” hardware and maintains his own maintenance organization staffed by his own employees for all on-site services. The Agency shall be the sole judge of “equivalent” and if the proposal does not meet that Agency’s requirements it will be rejected.

5.5.1 Specifications

The proposed Computer Hardware shall meet the following specifications:

- _____ (1) Servers shall have Hardware Manufacturer’s 3 Yr, On-Site, 24x7-4 hour response maintenance parts and labor.
- _____ (2) Servers shall have hot swappable disks.
- _____ (3) Database and Domain Servers shall have hardware based Raid-5 SCSI Controllers.
- _____ (4) Servers shall have hot swappable dual power supplies.
- _____ (5) Database Servers shall have Tape Backup.
- _____ (6) All Hardware shall be rack mounted using Manufacturer’s Rack.
- _____ (7) Database Servers shall be redundant using Double Take Software.
- _____ (8) Database Servers shall have integrated backup capability.
- _____ (9) Database Servers shall be configured as follows:

Primary Site	Quantity	Intel Core - Duo Processors	143 GB Hot Swap Disks	73 GB Hot Swap Disks
<u>PRIMARY SITE</u>				
Database Server-Main	1	2	6	0
Database Server-Backup	0	2	6	0
Mobile Server	1	1	0	2
State Interface Server	1	1	0	2
Domain Controller	1	1	0	2
APC Smart UPS 5000	1	–	–	–
Rack	1	–	–	–
KVM Switch	1	–	–	–
Monitor	1	–	–	–
Accessories	1	–	–	–

5.5.2 Proposal Details

Include the following in Part 4 of your Proposal:

5.5.2.1 Provide a complete detailed listing of each hardware and software item including make, model, quantity and cost.

5.5.2.2 Provide a breakdown of the installation services by hours and cost for staging, delivery, installation and testing. Include end-to-end testing after installation of every database client at all workstations at all sites. Include delivery, travel and diem costs.

5.5.2.3 Summarize the costs and enter the summary in RFP Section 1.11 for inclusion in your Proposal.

5.5.2.4 Provide a detailed Statement of Work for all phases of providing the Computer Hardware.