

REQUEST FOR PROPOSAL

FOR THE PURCHASE OF

COMPREHENSIVE PUBLIC SAFETY SOFTWARE

INCLUDING

***COMPUTER-AIDED DISPATCH, MOBILE REPORTING,
RECORDS MANAGEMENT, AND RELATED MODULES***

FOR

**KIRKLAND POLICE DEPARTMENT
BOTHELL POLICE DEPARTMENT
MEDINA POLICE DEPARTMENT
LAKE FOREST PARK POLICE DEPARTMENT
CLYDE HILL POLICE DEPARTMENT
BELLEVUE POLICE AND FIRE DEPARTMENTS**

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Request For Proposal Comprehensive Police Software

1. Purpose and Objectives

The Police Departments of Kirkland, Bothell, Medina, Lake Forest Park, Clyde Hill, and Bellevue Police and Fire (hereinafter referred to as the Departments) are requesting proposals for comprehensive public safety software including Computer-Aided Dispatch, Mobile Reporting, Records Management, and Related Modules. Information and requirements for submitting a proposal are included in this Request for Proposals (RFP). Certain contractual matters will be between the Cities of Kirkland, Bothell, Medina, Lake Forest Park, Clyde Hill, and Bellevue (hereinafter referred to as the Cities) and the Vendor.

The Cities are working together to evaluate and select robust and reliable public safety software for all of the departments. The intent is to choose a system that allows data sharing among the police and fire departments, as well as to take advantage of technology grants available to jurisdictions that share public safety information. The cities have formed a single team to review proposals, participate in software demonstrations, visit customer sites, etc. We may go as far as purchasing a system jointly or installing a single data center to support all of the departments; this decision will be made later in the process. The City of Kirkland is coordinating the RFP release and proposal review process, while the City of Bothell is handling the grant applications. The Cities want it to be clear to responding vendors that this purchase will likely be contingent upon obtaining grant funding, and so the schedule may be subject to change.

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

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

The components of the software to meet this need ideally will include all of the following modules/functionalities. The Departments recognize that it is possible that no single vendor has software that will satisfy this ideal. Vendors who have a majority of these modules/functionalities should respond to this RFP. Some of these modules/functionalities are more important to the Departments and will be given greater weight in the evaluation process. Some of the participating public safety departments may not have all of these requirements for a system.

1. Computer-aided dispatch system (CAD) capable of handling police, fire, and aid dispatch
2. CAD interface to Aether Systems Sunpro FireRMS and FDM Fire RMS, or
3. Fire records management system (RMS), to include:
 - Incident Fire/EMS, investigation, inventory, fire prevention, personnel, training
4. Police records management system (RMS), to include:
 - Incident reports, traffic accidents, citations, field interviews, arrest reports, warnings, parking tickets, pawn tickets
5. Field report writing module that is an integrated part of the RMS
6. Evidence and property tracking
7. Crime analysis
8. Booking and jail management module, including mug shot systems
9. Investigative case management
10. Intelligence module
11. Equipment management
12. Training records module
13. CAD/RMS interfaces to Positron E911, Washington State Patrol ACCESS, and ESRI geographic information system (GIS)
14. Vendor assistance to convert existing systems and other data to new relational database
15. Vendor-supplied interface to the State of Washington Incident Based Reporting System
16. Compatibility with Aether Systems PacketCluster message switch and mobile software
 - Connectivity between CAD/RMS and field reporting software
 - The State of Washington and NCIC Criminal Justice Systems
15. CAD interfaces to Zetron Model 25 tone alerting system, fire station printing

2. Inquiries

All inquiries concerning this RFP are to be directed to the person named below. We would appreciate an email from vendors stating their (non-binding) intent to bid, by April 29, 2002.

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Questions requiring an interpretation of the RFP must be submitted to the person named below 15 working days prior to the deadline for proposals. A faxed or e-mailed response to questions will be distributed to all known potential vendors at least 10 working days prior to the deadline for proposals.

Kassie Tadsen
Kirkland Police Department
123 Fifth Avenue
Kirkland, WA 98033
Phone: 425-828-8757
Fax: 425-828-1208
E-mail: ktadsen@ci.kirkland.wa.us

3. Deadline for Proposals

Sealed proposals will be received by the City of Kirkland Purchasing Agent at the address listed below until:

May 24, 2002 at 5:00:00 PM PST (end of business day)

The original plus eight (8) copies of all proposals in printed form and an electronic copy on CD must be submitted in a sealed envelope or box with the following words clearly marked on the outside of the envelope: **Public Safety Department Comprehensive Software RFP**. The vendor's name and address must be clearly indicated on the envelope.

4. Mailing Address for Proposals

Proposals shall be mailed or delivered to the following address:

Purchasing Agent
City of Kirkland
123 Fifth Avenue
Kirkland, WA 98033

5. Proposal Requirements

The sections and appropriate information described below must be included with any proposal. These sections can be found at the end of this RFP and are to be completed and submitted as Sections A through F of the proposal. Please formulate your responses vis-à-vis the requirements detailed in Paragraphs 1-31. Exceptions to the contract terms and conditions listed in paragraph 33 are to be included as Section G. This RFP, including Sections A through F, are in PDF format, with Sections A-F also in Word format for your convenience in preparing a response. As indicated in paragraph 3, the Cities will accept proposals in printed format with an accompanying CD or diskette. The Cities will not accept proposals on a CD or diskette only.

SECTION A: Company/Product Information

This section will provide the Project Team with information about the vendor/company/public safety software product. Hereinafter vendor and company will have the same meaning.

SECTION B: Technical Information

This section will provide the Project Team with information about the technical capabilities of the public safety software product being proposed.

SECTION C: Functions

This section lists the questions that the vendor must respond to concerning the functions/modules of the software proposed.

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SECTION D: References

References are to be organizations that are currently using the public safety software product being proposed.

SECTION E: Hardware Requirements

In this section the vendor is to present the specifications for the server(s) and any other PC's or equipment that will be needed to support the proposed public safety software. The Departments plan to purchase the needed hardware using each city's standard purchasing procedures.

SECTION F: Costs

In this section, the vendor is to detail all of the costs associated with the software implementation requested in this RFP. While we normally purchase computer hardware independently of software purchases, we will accept proposals that include hardware.

SECTION G: Exceptions

In this section the vendor may list proposed exceptions to the contract terms and conditions listed in paragraph 33.

6. Public Safety Software Project Team

The Departments have formed a Public Safety Software Project Team (hereinafter referred to as Project Team) to develop the RFP, review proposals, and select the public safety software product that best meets the needs of the participating Departments. The Project Team members are as follows:

Lt. Gene Markle, Kirkland PD
Kassie Tadsen, Public Safety Applications Analyst, Kirkland
Brenda Cooper, Director of Information Technology, Kirkland
Micki Donovan-Sved, Support Services Manager, Bothell PD
Capt. Bob Woolverton, Bothell PD
Tannis Rhoton, Communications Supervisor, Bothell PD
Joe Sherman, Information Systems, Bothell
Capt. Jeff Chen, Medina PD
Chief Dennis Peterson, Lake Forest Park PD
Cmdr. Scott Drown, Lake Forest Park PD
Deputy Police Chief Tim Johnson, Bellevue PD
Deputy Fire Chief Mike Eisner, Bellevue Fire Department
Gary Clesson, Senior Technology Architect, Bellevue
Alan Komenski, Communications Center Manager, Bellevue PD

Representatives from patrol, detectives, records, communications, property and evidence, jail, and fire will be participating in the evaluation of the software modules pertaining to their roles in the department.

7. Cost Considerations

The Departments will enter into pricing negotiations with the selected vendor. If mutual agreement can be reached on the cost of all software and services, a contract shall be entered into with that vendor. If mutual agreement on cost of all software and services cannot be reached, the Departments may enter into pricing negotiations with another vendor.

8. Selection Process and Schedule

The Project Team will review all proposals received in detail and select two or more public safety software products that appear to best meet the requirements of the Departments. The Project Team will then evaluate these selected public safety software products in greater detail. The evaluation process will include reference checks, demonstrations, discussions with current users of the public safety

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software products, further questions to the vendors, and site visits. After evaluating the selected public safety software products, the Project Team will negotiate pricing and a contract with one vendor. Based on the evaluations and the results of the negotiations, the Project Team will finalize the selection of the successful vendor of the public safety software product. The following selection schedule is tentative and the Departments reserve the right to change the schedule at any time.

4/12/02	Issue RFP for the public safety software
4/29/02	Non-binding letter of intent (or email)
5/3/02	Last day for submitting questions about the RFP
5/10/02	Answers to submitted questions sent to all vendors
5/24/02	Last day for submitting proposals in response to the RFP
6/28/02	Last day to complete evaluation of the RFP's received and vendor reference checks
7/3/02	Last day to notify Vendors that Departments desire those vendors to present demonstrations at the Kirkland Police Department
7/22/02	Vendor demonstration period begins
8/2/02	Vendor demonstration period ends
8/23/02	Last day for the Departments to complete site visits to help evaluate products
9/6/02	Last day to select vendor
9/13/02	Present contract to City Councils
9/27/02	Place order(s) with the successful vendor
10/21/02	Begin implementation Phase I

9. Selection Criteria

It is the intention of the Project Team to select the public safety software product that will best meet the immediate and long-range needs of the Departments. The criteria that will be used during the selection process are listed below. The Project Team reserves the right to include additional selection criteria as the need arises.

- Single vendor solution
- Ability to support multiple jurisdictions on the same system
- Ability of software to satisfy the greatest variety of computing needs of the public safety departments involved in this RFP
- Ability of software to satisfy requirements dictated by Washington Incident Based Reporting guidelines and Municipal Codes of each City
- Vendor's reputation with current and past users
- Vendor's ability to provide a commercial off-the-shelf solution
- Ease of producing standard reports and ad hoc reports
- Conformity to software specifications for server operating system and database
- Availability, cost, quality, and responsiveness of service and support
- Vendor's implementation and training strategies
- Modules/functions available to the Departments from the vendor
- Query and reporting capabilities
- Field reporting functionality
- State interface functionality (incident-based reporting and Washington ACCESS)

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- Potential for system scalability
- Compatibility with existing City/Public Safety Department networks
- Ability of CAD/RMS software to work with Aether Systems' Mobile Government solutions
- Ability of CAD to interface to fire RMS systems (Sunpro FireRMS and FDM)
- Ability to support both standard MDT's and handheld mobile devices
- Ease of use of the mobile front-end software
- Ease of use of the RMS front-end software
- Ease of use of the CAD front-end software
- Response time of the CAD software
- Quality of the proposal and the degree to which it conformed to the required format
- Results of the demonstrations
- Quality of the documentation for the public safety software product
- Total cost to the Departments to implement the public safety software product
- Information obtained in reference checks
- Information obtained on site visits

Various elements will be weighted higher than others depending on how the elements impact on the total solution. Examples of elements that will be more heavily weighted are the following:

- (1) Functionality of the RMS and its ability to meet Washington/National Incident Based Reporting requirements
- (2) Vendor's ability to provide an interface to fire RMS systems in use, or an RMS module with capabilities similar to existing systems
- (3) Functionality of the CAD
- (4) Functionality of the Mobile Field Reporting
- (5) Ease of extracting useful data from the system in queries and reports
- (6) Vendor's ability to provide a commercial off-the-shelf solution
- (7) Vendor's ability to provide all necessary interfaces between its product and the various state and local agencies with which the departments need to communicate
- (8) Vendor's ability to support multiple jurisdictions
- (9) Vendor's ability to convert data from existing public safety system(s)
- (10) Results of reference checks and site visits
- (11) Overall quality of the company, including sustained financial viability, reputation with customers, technical expertise, etc.

10. Computer Platform/Database Requirements

Any public safety software product proposed must run on a PC-based client/server platform. The user interface must be programmed using Microsoft Windows standards, for ease of learning and using the system. The Departments will not consider any systems that do not use an ODBC-compliant database, or do not use a standard Windows or browser interface for the client. Minicomputer-based systems will not be considered. The Departments will consider other options, but strong preference will be given to Windows/SQL systems. Compatibility with the following operating systems and technology tools is highly desired by all of the involved cities.

Kirkland:

The server software product proposed shall use Windows NT/2000 as the operating system and Microsoft SQL Server 7/2000 as the database. Client software and mobile software must run on Windows 2000 or NT (no exceptions to this requirement). The City's standard reporting tool is Seagate Crystal Reports. Kirkland uses MS Exchange for e-mail service, Intel LANDesk system management software, Norton Enterprise Anti-virus software, and Veritas Backup Exec tape backup software.

Medina:

Medina's server platform is Windows NT/2000, and most workstations are Windows 2000, with some Windows 98. The City uses McAfee VirusScan anti-virus software, and Exchange 5.5 for e-mail. There is no standard reporting tool or database, but the police department currently utilizes Microsoft Access for their database needs.

Bothell:

Bothell's network backbone is Netware 4.x, and will likely be upgraded to Netware 5.x/6x in the next year. The City will accept a Netware solution, or alternatively, a Windows NT/2000 solution provided that the system will function correctly with the NT/2000 servers running Novell's E-directory services. The client software will run on a Netware client PC. The desktop operating system is Windows NT/2000 and the mobile operating system is Windows 95/Windows NT. Bothell uses GroupWise e-mail. The City does not

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have an official standard for databases, but are currently running Oracle 7.3, Microsoft SQL Server 7, and Informix. Bothell's reporting tool is Crystal Reports (6.x and 7.x), and the network management software is Novell ZENWorks. Cheyenne is the City's vendor for both anti-virus protection and backup software (Arcserve).

Lake Forest Park:

The City's network operating system is Windows NT, and the desktops are currently running a mixture of operations systems; plans are in the works to upgrade all to Windows 2000. The antivirus software in place is McAfee VirusScan, and the e-mail system is Microsoft Exchange. The City has no standard database or reporting tool, but wishes to piggyback onto Bothell's CAD/RMS/mobile installation, so the LFP PD's requirements will be similar to Bothell's.

Bellevue:

Bellevue's network operating system standard is Windows 2000 server running in mixed mode, with approximately 1/3 of the servers moved to Windows 2000 and the rest running Windows NT. The network backbone is an Extreme Networks gigabit system. The City is in the process of upgrading the workstations, currently running Windows 95, 98 and NT4, to the new standard operating system, Windows 2000. Completion of the upgrade is anticipated the end of the second quarter 2002. The City's e-mail system is Exchange 2000 and Outlook 98 client. Beginning late in the third quarter of 2002, the City will migrate to Office XP, with completion targeted for the first quarter 2003. Workstations and servers all have Norton antivirus. The City uses Trend Micro for the Exchange server antivirus product. The database standards are Oracle 7.3 and Microsoft SQL 7/2000. Veritas Backup Exec and an ADIC Scalar 1000 are used for enterprise system backups.

Clyde Hill/Yarrow Point:

The City has a small Novell network with Windows 98 clients. CHPD is looking primarily for the RMS portion of the system, and possibly field report writing. The small size of the City and the PD doesn't really warrant the expense of connectivity to the state or the station via a message switch, but the CHPD is interested in any cost-effective solutions that vendors might propose.

11. Background on the City of Kirkland and the KPD

The City of Kirkland, Washington is located in the Seattle metropolitan area, on the eastern shore of Lake Washington and approximately 10 miles east of downtown Seattle. It has a population of 45,000, is the fifteenth largest City in the State of Washington and the seventh largest city in King County, Washington. (King County includes the City of Seattle and has a population of 1.7 million.)

The city was incorporated in 1905, and with the consolidation with the city of Houghton in 1968, now occupies 11 square miles. The city budget for 2001 was \$140.9 million, and the approximate 2002 budget is \$140.5 million. The City of Kirkland is considering the possible annexation of three areas in unincorporated King County sometime in the next 10 years, which could potentially double the population of Kirkland, and hence double the police services requirements.

The City has seven elected council members and a Mayor elected from within the council. The Council employs a professional City Manager as the chief administrative official. The directors of the following departments are hired by and report directly to the City Manager: City Attorney, Finance, Administrative Services, Public Works, Planning & Community Development, Parks & Community Services, Police, Fire and Building, and Information Technology. The City of Kirkland employs 387 full-time employees and additional seasonal staff.

With its proximity to the Microsoft corporate campus in Redmond, Washington, the City of Kirkland enjoys a forward-thinking and technology-oriented populace. For a city of its size, Kirkland city management is technologically progressive and has committed to a long-term information technology plan, a priority of which is the police system. To that end, they have committed a full-time analyst to this project.

The Kirkland Police Department consists of 63 commissioned officers and 30 civilian employees. It is divided into two divisions, Operations and Services, headed by two captains who report directly to Chief Stan Aston.

The Patrol Division is made up of 30 uniformed officers, four sergeants, and a lieutenant who is the Division Commander. The officers are divided into four squads. The Patrol division has one K-9 unit. The traffic unit consisting of a sergeant, three traffic officers, and two parking enforcement officers completes the division.

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The Investigations Division is composed of six detectives, one sergeant, and a lieutenant who is the Division Commander. The division commander also oversees the Domestic Violence Unit and five Community Resource Officers working with schools and neighborhoods.

The Services Division is composed of Records (four records technicians), the Communications Center (one supervisor, two leads, and 13 technicians), Property (one police support officer), and Jail (one supervisor and five police support officers). The lieutenant who oversees the Services Division also has the mandate of interfacing with IT on technology issues affecting the police department.

The City of Kirkland currently dispatches for police service only; fire and EMS dispatch is handled by the Eastside Communications Center out of the City of Bellevue. KPD is an E911 center, where all incoming 911 calls are taken, and transferred if necessary to the appropriate response agency (fire, etc.). While there are no plans to do so at this time, Kirkland may decide to take on its own fire and EMS dispatch, and so will look for this capability in a new system. The Kirkland Fire Department uses Aether's Sunpro FireRMS.

The Kirkland Communications Center also provides dispatch service for the cities of Medina and Hunts Point, two other small cities east of Lake Washington. The Medina Police Department has an on-going project with Kirkland to utilize Kirkland's Aether Systems PacketCluster infrastructure to connect to the state with their mobile units and police station computers, and is interested in piggy-backing on the KPD's CAD/RMS system as well.

The department maintains a 30-day jail facility with 12 beds. Jail services include visitation, work release, electronic home detention, and contracting for other agencies. The jail recently implemented AFIS Livescan fingerprinting, and plans to convert the mug shot process to digital images.

The Crime Analysis unit provides statistical reporting to the department and national crime reporting, and is the departmental GIS specialist. Currently the national crime reporting data must be tabulated and reported manually by the Crime Analysis unit and several volunteers. Automating this process with the new system will be a high priority.

Call volume for the Kirkland Police Department is approximately 26,000 calls for service per year, with about 8,500 of those calls resulting in police reports. Approximately 1,100 traffic accidents and 1,200 field interviews are processed each year. The number of mobile units on the street at a given time averages about eight.

The police department recognized the benefits of technology in creating an effective and efficient police force several years ago. The department has almost fifty networked workstations, all of which can connect to the current CAD/RMS system, and provide e-mail and Internet service. Most users are proficient with Windows-based applications, and a number of them are quite sophisticated users who map police data using ESRI software, create the police department's Intranet, develop and maintain MS Access databases, etc. The police department uses an Intranet site called COPNet for dissemination of various types of information to its users.

KPD has purchased and implemented advanced-technology Palomar mobile computers in the 17 police vehicles, as well as several non-patrol laptops used by detectives and specialty units. These mobile and portable units currently connect to the City network via AT&T Wireless's CDPD network, using Sierra Wireless and Enfora CDPD products. Aether Systems' PacketCluster software provides the message switch and mobile unit connectivity, which allows officers to connect to the state and national databases, as well as communicate among units and with dispatch electronically. Seven LAN workstations in the police department can also run PacketCluster Mobile, enabling supervisors to see the activity in the field and allowing them to communicate with the patrol vehicles. Two LAN workstations at the Kirkland Municipal Court connect to the Aether message switch to run queries on the state and national databases.

The major reason that the KPD is pursuing new software is that the current system is not meeting many of its present needs, particularly those of the field officers, the command staff, and crime analysis and investigations. The KPD and the City's Information Technology have worked together to make the existing police systems as stable and reliable as possible, while we search for a replacement CAD/RMS/mobile solution. While the city has standardized on Microsoft Windows NT/2000 as the network operating system and desktop OS of choice, Microsoft SQL7/2000 as a preferred database, and Seagate Crystal Reports as a reporting tool, Information Technology is committed to helping the police department select a system that is both functional and reliable. To that end, other operating systems and databases may be considered. Also, it's very important that the chosen system tightly integrate with the Microsoft Office XP suite of productivity tools, including Exchange.

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GIS Overview:

The City of Kirkland GIS group coordinates and facilitates all activities related to the design, provision, and maintenance of geographic information systems and related services across the organization. Each department has designated a GIS representative to assist in citywide GIS implementation, identify departmental GIS needs, and create maps for department use. Kirkland maintains an enterprise-wide GIS data set, as well as project or business group specific data sets, including spatial data sets such as administrative boundaries, real property, street network, utility infrastructure, ortho photo, topography, planning information, and etc. The KPD GIS representative currently uses ESRI ArcView 3.x and will move to ArcGIS 8.1 software with the citywide migration. Police uses for GIS data include crime distribution mapping, master dispatch maps, and specific requests related to certain cases.

12. Background on the City of Medina and the MPD

The City of Medina, Washington is located in the Seattle metropolitan area, on the eastern shore of Lake Washington and approximately 8 miles east of downtown Seattle. Medina is predominately a residential community with a population of 3,000 residents. The city was incorporated in 1955 and occupies 11 square miles. The city budget for 2001 was \$1.2 million and the approximate 2002 budget is \$1.3 million.

The City has seven elected council members and a Mayor elected from within the council. The Council hires a professional City Manager as the chief administrative official. The directors of the following departments are hired by and report directly to the City Manager: City Attorney, Finance, Administrative Services, Public Works, Planning & Building Development, and Police. The City of Medina employs 27 full-time employees and private consultants as needed. The City has employed a technology consultant to assist with the implementation of police systems and supporting technology.

The Medina Police Department consists of eleven commissioned officers and two civilian employees. The Patrol Division is made up of seven uniformed officers, one of which is the designated School Resource Officer, one corporal, and two lieutenants. The Support Services Division consists of a records manager and records specialist. The lieutenants and the records manager report to the captain, who reports directly to Chief Michael Knapp. The Investigations Division employs one detective who reports directly to the captain. Medina Police Department maintains a contract with the Kirkland Police Department for dispatch services for the City of Medina and the Town of Hunts Point. Fire and EMS dispatch is handled by the Eastside Communications Center out of the City of Bellevue.

Call volume for the Medina Police Department is approximately 3,000 calls for service per year, with about 460 of those calls requiring police reports. Approximately 1,000 traffic citations and infractions are processed each year. The number of mobile units on the street at a given time averages about two.

Medina is the home of many affluent and high profile residents, such as Microsoft founder Bill Gates, who have high expectations for the safety of the City and the effectiveness of its Police Department. The MPD wants to maximize its capabilities through the use of police technology. The department has six networked workstations that provide e-mail and Internet service. Most users are proficient with Windows-based applications, develop and maintain MS Access databases, etc. The MPD has purchased and installed Palomar mobile computers in the four police vehicles, which connect to Kirkland's Aether Systems PacketCluster server via AT&T Wireless's CDPD network. Six LAN workstations in the police department can also run PacketCluster Mobile, enabling supervisors to see the activity in the field and allowing them to communicate with the patrol vehicles. MPD also has two Palm IIV (PDA) handheld devices to run queries on the state and national databases. The Medina Police Department has an on-going project with Kirkland to utilize Kirkland's infrastructure to connect to the state with their mobile and police station computers, and is interested in exploring a partnership with KPD's CAD/RMS system as well.

13. Background on the City of Bothell and the BPD

The City of Bothell, Washington, is located on the north shore of Lake Washington, off Interstate 405 in northern King County and southern Snohomish County. Bothell is the only city in Washington that resides in two different counties. Bothell is 15 miles east of downtown Seattle, west of Redmond, and just north of Kirkland.

The city was founded in 1870 and incorporated in 1909. It currently occupies 11.5 square miles. The City of Bothell is considering the possible annexation of several areas in unincorporated King and Snohomish counties sometime in the next 10 years, which would increase the population of Bothell, and hence increase the police services requirements.

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The City of Bothell has seven elected council members and a Mayor elected from within the council. The Council hires a professional City Manager as the chief administrative official. The directors of the following departments are hired by and report directly to the City Manager: Legal, Finance, Police, Fire, Community Development and Public Works. The City of Bothell employs 266 full-time employees and additional seasonal staff.

The Bothell Police Department consists of 55 commissioned officers and 30 civilian employees. It is divided into three divisions, Operations, Special Operations, and Support Services, headed by four captains and a civilian manager who report directly to the Deputy Chief.

The Patrol Division is made up of uniformed patrol officers, including a narcotics K-9 unit, patrol sergeants, traffic sergeant, uniformed traffic officers, a police support supervisor, police support officers, training sergeant, department secretary, and commanders.

The Investigations Division is composed of general case detectives, a narcotics detective, and a detective sergeant. In addition, the Investigations unit has a department secretary and commander. The juvenile services section is comprised of one sergeant, a juvenile detective, junior high SRO's (school resource officers), a high school SRO, a DARE officer, and a college SRO.

The Support Services Division is composed of two sections, Records and Communications. The Records Section has four records specialists, one prosecutor's assistant, and a supervisor. The Communications Section has two supervisors, 11 communications specialists, and a civilian manager.

The City of Bothell currently dispatches for police services only; fire and EMS dispatch is handled by the Eastside Communications Center out of the City of Bellevue. Bothell Police Communications is an E911 center, where all incoming 911 calls are taken, and transferred if necessary to the appropriate response agency (fire, etc.). Bothell will be going to Power911 early this year. While there are no plans to do so at this time, the City of Bothell may decide to take on its own fire and EMS dispatch, and will look for this capability in a new system.

The Bothell Communications Center also provides dispatch services for the city of Lake Forest Park. The Lake Forest Park Police Department has an on-going project with Bothell to utilize Bothell's Aether Systems PacketCluster infrastructure to connect to the state with their mobile units and police station computers, and also connects to Bothell's CAD/RMS system through a T1 line.

Bothell does not have anyone assigned to Crime Analysis at this time, but it is something that will be considered in the future.

Call volume for the Bothell Police Department is approximately 23,000 calls for service per year, with about 3,000 taken as criminal case reports. The number of mobile units on the street at a given time averages about six to ten per shift.

The police department recognized the benefits of technology in creating an effective and efficient police force several years ago. The department has 60 networked workstations, all of which can connect to the current CAD/RMS system, and provide e-mail and some with Internet service. Most users are proficient with Windows-based applications.

Bothell Police currently has 18 mobile computers used in police vehicles, and also by detectives and specialty units. These mobile and portable units currently connect to the City network via AT&T Wireless's CDPD network using Sierra Wireless products. Aether Systems' PacketCluster software provides the message switch and mobile unit connectivity, which allows officers to connect to the state and national databases, as well as communicate among units and with dispatch electronically.

The major reason that the Bothell Police Department is pursuing new software is primarily the same as Kirkland. The current system is not meeting many of our present needs, particularly those of the field officers, the command staff, and crime analysis and investigations. The Police Department and the City's Information Technology have worked together to make the existing police systems as stable and reliable as possible while we search for a replacement CAD/RMS/mobile solution.

GIS Overview:

The City of Bothell GIS Services coordinates and facilitates activities related to the design, provision, and maintenance of geographic information systems. Related graphic services are provided across the organization and to public. This section is comprised of four staff members, who are responsible for data creation, maintenance, and creation of maps for all departments. Bothell maintains complete GIS data sets for over 250 layers of data; which include: administrative boundaries, street information, right-of-ways, parcels, addresses, water/sewer/storm utilities, building site plans, orthophotography, topography, planning information, environmental data, etc. The GIS section currently utilizes the following software: AutoCAD Map2000, AutoCAD LT2000, Arcview 3.2a, and ArcInfo 8.1.

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14. Background on the City of Lake Forest Park and the LFP PD

The City of Lake Forest Park is located just north of the City of Seattle, sharing its southern boundary with Seattle. The City consists of 3.3 square miles of primarily residential area and has a population of 13,070. The City has a Mayor – Council form of government with a City Administrator who assists the Mayor in running city operations.

The Police Department consists of 22 commissioned officers and four staff members headed by a Chief of Police, a commander and three sergeants divided into two sections, Operations and Support Services. The department maintains a Records Division with two of the above staff, as well as a Detective Division manned by two officers. The department contracts with Bothell Police Department for Dispatch services.

Calls-for-service average at about 10,000 calls per year, with about 1,000 of those calls resulting in criminal investigations. Normally three patrol cars are in service at any one time. However, on specified days, there may be as many as four or five patrol cars in the field.

Fire protection in the City is provided by the Northshore Fire Department (King County Fire District 16), which is dispatched by another dispatch agency, Eastside Police Systems Communication Association (EPSCA), located in Bellevue, WA.

In the last several years, the department has invested in computers in order to make the officers more effective. Each patrol car is equipped with a Panasonic laptop for report writing, data queries, and dispatch using Aether PacketCluster software and Sierra Wireless GPS modems.

The department is currently using the same Records Management System as Bothell PD and uses Bothell PD’s RMS server and Packet Cluster switch to store and obtain information. The department desires to continue to interface its computer systems with Bothell PD in the future. The department has one Packet Cluster installation in the station for status of patrol units and communication with units.

The Lake Forest Park Police Department desires to implement a Records Management System that will improve activity and crime statistical reporting, as well as allow the automation of FBI UCR (and in the future, NIBR) reporting. The ability to write reports from the patrol cars, as well as add comments and narrative to dispatch calls by officers in the field, are important to the LFPPD.

15. Background on the City of Bellevue and the Bellevue Public Safety Departments

Bellevue was incorporated in 1953 and is located three miles east of Seattle, between Lake Washington and Lake Sammamish about ten miles west of the foothills of the Cascade Mountains. The city’s resident population of 110,000 and daily workforce of about 131,000 make it Washington’s fifth-largest city. Bellevue is a prosperous, increasingly diverse city that has evolved from a “bedroom community” into the economic and cultural hub of the Seattle area’s Eastside. The city has developed its downtown core into a major business and retail center while maintaining the safe, comfortable family neighborhoods for which it has long been popular.

Seven elected representatives serve on the Bellevue City Council. Council-members are elected to specific non-partisan Council seats, but the seats are not determined geographically. The Mayor and Deputy Mayor are members of the City Council, selected by the council to serve in those positions for two years.

The City of Bellevue Fire Department is an internationally accredited fire and life safety organization, dedicated to making Bellevue one of the finest and safest places to live, work, and visit in the nation. The total population of the area served by the fire department is about 140,000. In addition to this response area, the Bellevue Fire Department is also a regional provider of Medic One service to Eastside and Snoqualmie Valley residents. Bellevue Fire operates two Medic Units in the city, one in North Bend, and one in Issaquah. The Medic One coverage area includes Bellevue and surrounding communities, Mercer Island, Issaquah, Fall City, North Bend, and the I-90 corridor to Snoqualmie Pass covering a population of 234,000 people, over a 300 square mile area.

Total Fire Department Personnel	196
Firefighters	136
Firefighter/Paramedics	27
Emergency Preparedness	3

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Administration	13
Fire Prevention	13
Training	3

The Bellevue Police Department employs 175 sworn and 102 civilian personnel (277 total personnel) with a total departmental budget of about \$27 million per year. The Bellevue Police Department consists of the following sections: Administration, Patrol, Investigations, Community Services, Staff Support/Records, and 911 Communications Center.

The Patrol Section is the largest Section within the Bellevue Police Department. The more than 110 commissioned officers assigned to Patrol represent 67% of the Department's total commissioned strength of 175.

The Investigations Section of the Bellevue Police Department is comprised of five units, each of which has a specific investigative function. The Violent Crimes Unit has three detectives, each of whom has had specialized training in the investigation of homicide, robbery, assault and rape. The Property Crimes Unit has six detectives assigned and is also supervised by a Lieutenant. These detectives focus most of their time on the crimes of felony theft, burglary, auto theft and arson. One Lieutenant supervises three detectives in the Fraud and Organized Crime Unit plus two more detectives and a crime analyst who serve in the Crime Analysis Unit. The Crime Analysis Unit detectives and the crime analyst provide a myriad of services to detectives and patrol officers.

The Eastside Narcotics Taskforce is also part of the Investigations Section, in that a Bellevue Police Captain commands the Task Force and reports to the Section Commander. The Unit or Taskforce is made up of detectives from five eastside police agencies.

The Community Services Section was created in June of 1998. Responding to the needs of the community, the PD restructured existing resources to more appropriately focus on issues and problems surrounding communities, families, and juveniles. The BPD is one of only a few police departments in the country that are organized in this manner. Usually community, youth and family services are spread throughout a police organization. In Bellevue, the new Community Services Section will bring about 30 police officers together to focus on prevention, intervention, and investigation of crimes and issues associated with juveniles and families.

The Staff Support Section of the Bellevue Police Department is often the public's first contact with this agency. As an integral component in the operation of the Department, the function of this unit is to provide a variety of services to the Public, Commissioned Officers, Prosecutors, Attorneys, Insurance Companies, City Departments, and other Police Agencies.

The Records Unit is housed inside Bellevue's City Hall. In addition to answering all non-emergency phone calls and staffing the public access counter, records staff also provide a variety of other services: police information; clearance letters; immigration letters; collection of bail; various firearms licenses; domestic violence and harassment-related court orders; fingerprinting; and sound Permits

The two member staff of the Property Evidence Unit supports the 175 commissioned officers of the Police Department, the staff of the Eastside Narcotics Taskforce and the citizens of Bellevue with their property/evidence needs.

The Bellevue Police Department Communication Center provides call takers, dispatchers, and support personnel for the King County 911 system. The Communication Center dispatches for 2 police departments (Bellevue and Clyde Hill) and 14 fire departments on the northern half of the county. They serve a population of 650,000 and 1200 square miles. The Communications Center answers an average of 350,000 emergency and non-emergency calls each year. The service area and population is currently growing faster than the staff at the center. The communications center is staffed 24 hours a day, seven days a week, with a staff of nearly 40 including dispatchers, supervisors, management, and technical support personnel.

The City of Bellevue is currently using a Tritech Computer-Aided Dispatch system. The PD is nearing the go-live date for a new MASI Police Records system. The fire department utilizes Sunpro (Aether Systems) Fire Records system. The PD is currently in the final stages of contract negotiations for a new wireless mobile data system with ARINC. The wireless mobile data system would utilize mobile client and field reporting software from Aether Systems.

The primary purpose the City of Bellevue is looking for new public safety software and applications is that we recognize the difficulty in integrating all of the applications listed above. The City is looking for a fully integrated suite of applications provided by a single vendor that will integrate well with others in the region and which would facilitate regional sharing and exchange of information.

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16. Background on the City of Clyde Hill and the CHPD

The City of Clyde Hill, Washington, is located on the east side of Lake Washington. This quiet residential community has a population of 3,000 people. The City incorporated in 1953 and is surrounded by other municipalities, so expansion of the City most likely will not occur. The Police Department provides basic law enforcement service not only for Clyde Hill but the Town of Yarrow Point, which has contracted for police service for their 1,000 residents.

There are nine employees in the police department comprised of a Chief, a lieutenant, six patrol officers, and one civilian clerk. The department has an average annual caseload of 300-400 criminal cases. In addition, roughly 2,000 other items are recorded yearly in our current records management system.

This agency contracts with the Bellevue Police Department for dispatch services. Record entry, arrest warrants, and other related documents are processed and filed by Clyde Hill staff. Also, the City contracts with the City of Kirkland for a multi-jurisdictional Municipal Court.

The CHPD's report writing software and records management software are separated and reports are submitted in paper for data entry into the Records System. Due to low caseload volume, the difficulty in data entry, and the high cost for the technology, the PD's ability to justify a system that downloads reports directly into the Records Management System is limited.

The Department is looking at the potential upgrade of its records management system. The desire is to have a software package that has an easier data entry process, which allows simple easy retrieval of data and generation of reports for crime analysis purposes. The PD plans to purchase laptops for its mobile units this year, and if possible, we would like to download case reports from these laptops into a records management system. In the future, the agency would like to share information between agencies with similar software packages.

17. Radio Systems Overview

The EPSCA (Eastside Police Systems Communication Association) system is a sub-regional group of the King County Regional Radio System, which is a trunked radio system. EPSCA has 17 channels total (control and voice) and provides service to about 2,500 user radios on the Eastside (east of lake Washington, including Bellevue, Kirkland, Medina, Bothell, Lake Forest Park, Mercer Island, Clyde Hill, and others). That service is provided by a 4-site simulcast transmitter group, and 2 stand-alone transmitter sites for specific coverage locations not part of the larger footprint provided by the 4-site group. EPSCA is part of a larger system, so the regional system's other sites are used to augment (fill in) for some fringe coverage, or if some part of the sub-system fails. This system is used for voice only; if EPSCA members wanted to use it for data, the system managers/board members would have to review and sign off on this use, and a review of the system design for capabilities and the costs to make it work would also be required.

18. Implementation Priorities

The Departments intend to implement the comprehensive public safety software in the order shown below.

A priority of Phase I will be to replace the existing systems (in Kirkland and Bothell) but retain all of the functionality that is currently in use, including CAD, RMS, connectivity to state and national databases via ACCESS, message switch, mobile reporting, and property and evidence. A key component of this phase will be mobile access to the live RMS data, which will help officers do a better job in the field by providing accurate, current data. How the vendor accomplishes this is a major factor in our evaluations.

Phase II will cover the automation of processes that are currently done manually. We expect to make these processes much more streamlined and efficient with the selected software.

Phase III will bring data from other applications or databases into the system to build a truly comprehensive database that is useful for all public safety employees.

Phase I:

- Computer-Aided Dispatch System
- Police Records Management System
- Message Switch software (if a replacement for Aether Systems products is warranted)

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Network and Mobile Data Computer (MDC) module wireless interface to the State of Washington and NCIC Criminal Justice Information Systems (ACCESS) (if a replacement for Aether Systems products is warranted)
Mobile Data Computer wireless interface to CAD
Mobile Data Computer wireless interface to RMS
Field Report Writing
Arrests
Evidence and Property Tracking
Investigations Case Management
Crime Analysis
NIBRS Reporting
CAD to Fire RMS systems interface

Phase II:

CAD/RMS-to-ESRI interface
Automatic Vehicle Location
WIBRS Reporting
Booking
Jail Management
Equipment Management

Phase III:

Intelligence
Field reporting of citations and traffic accidents
Citations and traffic accidents on State of Washington required forms
Training records

19. General System Requirements

The Departments expect that all software will be state-of-the-art software that contains all the functionality available in today's competitive Public Safety software environment.

The system selected must be compatible with Washington Incident Based Reporting (WIBRS) standards and requirements. NIBRS reporting would be an acceptable interim step.

Application modules must work together to share information and provide seamless integration. Once information is entered in one module, it must be easily propagated to other modules and reports. The system must be capable of supporting a multi-jurisdiction environment, including the following scenarios:

- Multiple, completely separate agencies on the same system, none have access to the others' data
- Multiple separate agencies on the same system that can view one another's data
- One or more communications centers can dispatch for multiple agencies, with combined or separate RMS records

A detailed list of functionality for each module is not included in this RFP. It is the opinion of the Departments that such detail in an RFP is difficult to evaluate fairly, and easily misunderstood. The expectation of the Departments is that any vendor who responds to this RFP will have very comprehensive software that will satisfy all the computing needs of public safety departments of similar size and complexity of the participating Departments.

Instead of giving detailed lists of functionality desired, much of the functionality desired will be described in general terms later on in this RFP. However, it is assumed that the software supplied by the selected vendor will perform many functions not specifically mentioned in a detailed manner in this RFP. Reference checks, site visits, and software demonstrations will play a substantial role in the software selection process.

It is not necessary that the software of the selected vendor perform all the functions listed in this RFP. The Departments will make their selection based on a variety of factors, just one of which is the comprehensiveness of the software. Other criteria are listed in the section titled Selection Criteria.

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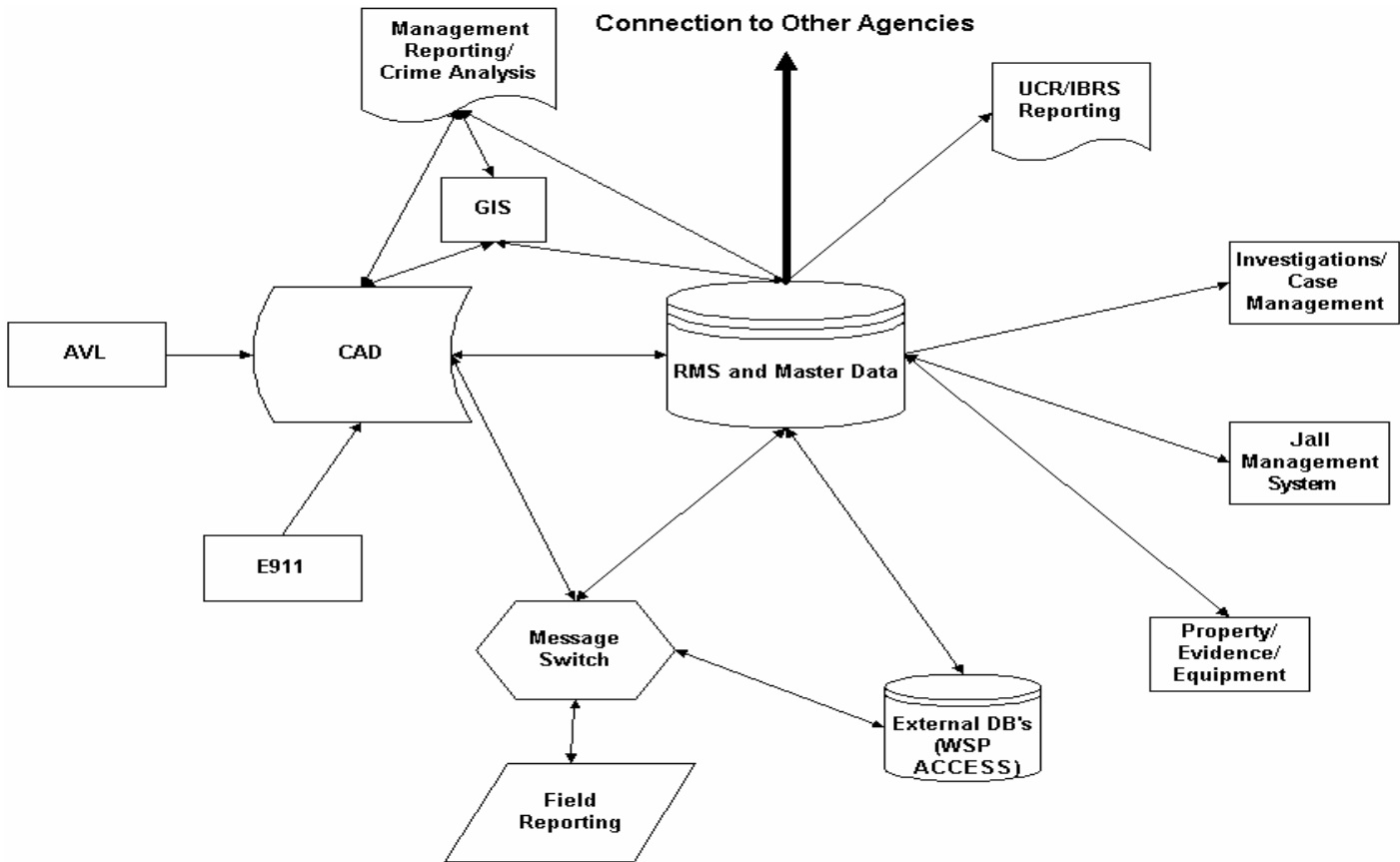
The state-of-the-art software desired can be roughly depicted by the diagram that follows. Note that the RMS data is considered the central point of the new, comprehensive software, and that we expect to be able to easily extract any and all data from the system with ad hoc query tools and the reporting tool.

It is the intent of the Departments to purchase and implement aspects of the comprehensive, state-of-the-art software in phases. All components depicted above must be available from a single vendor.

However, several of the Departments already have working message switch and mobile connectivity software, Aether Systems PacketCluster. The departments are both proficient with its use and happy with its functionality, and will give preference to systems that can interface with this software.

The E911 system in place is the Lifeline 1100 system from Positron. It is connected to the existing CAD systems via a standard serial interface; we expect the new system to work much the same.

The Departments use Automated Finger Print Identification System, which is part of a King County network. There is no interface planned at this time, but we want to make sure that this is possible.



The purpose of paragraphs 20 through 31 is to give the vendor a broader understanding of what the current public safety computer applications are capable of today and some of the expectations for the new software we intend to acquire. The information in these paragraphs will be a basis for discussion with the vendors who respond to this RFP. However, it is not necessary that a vendor public safety software system perform all of the functions described in paragraphs 20 through 31.

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20. CAD

The Departments expect that the CAD system selected will have all the state-of-the-art police, fire, and aid dispatching functions. The CAD module should support silent dispatching and should provide a training mode. Additionally, it is desired that all the functions available in the current CAD system will be available in the selected system. It's important that the system allow multiple methods of entering data based on user preferences.

The system should provide for redundancy or fault tolerance at all critical failure points. The system should provide complete transfer to backup systems with immediate resumption of CAD processing. The system should allow backups to take place while the applications are live. The system should allow maintenance functions while in live operation.

Interfaces to the E911 system, the City's Arc/Info GIS system, and an AVL system are required components and must be supplied by the vendor. The vendor must either have its own AVL system or use a third-party system that is compatible with the vendor's CAD software. It is desired that the CAD system accept data from the E911 system and the AVL system, and use the GIS interface to display both calls for service and police unit locations on a map. The dispatcher should be able to interact directly with the map to validate call locations, view incident and unit information, or updating unit status in the field. Further, the CAD system must be able to use the map for validating locations for responses (reverse geo-validation), and shall be able to utilize geographical coordinates or addresses validated by the system to determine the closest unit(s) to be assigned to calls.

Some of the important features we are looking for include: the ability to enter a CAD incident outside of the communications center (for walk-ins or calls taken by the front desk or the patrol supervisor); the ability for non-CAD users to view the pending and active calls and unit status, perhaps through a browser; the ability for supervisors or the officers themselves to "activate" the day's shift roster or sign themselves on as active units (available for dispatch to deploy); a web-based component to allow customer agencies to view dispatched calls in real time over the Internet.

Officers with mobile computers should be able to perform a variety of wireless computer functions related to CAD including, but not limited to:

- (1) obtaining dispatched calls from CAD
- (2) acknowledging receipt of the dispatch to signify "en-route"
- (3) sending an "arrived at scene" message to CAD
- (4) sending a "cleared from scene" and a disposition to CAD
- (5) sending a "going to another location while still on same incident" to CAD
- (6) adding comments or a synopsis to the CAD incident
- (7) creating an on-view or traffic stop incident
- (8) sending an alert for "help"
- (9) obtaining a history of previous activity and any alerts at an address
- (10) viewing active and pending calls
- (11) viewing status of all active units
- (12) viewing digital images attached to persons or locations
- (13) querying state and national criminal databases (ACCESS)
- (14) messaging between cars
- (15) printing to the station
- (16) other state-of-the art functions

Most of these functions are currently performed by the Aether message switch; if a different application is specified by the vendor, it should have similar capabilities.

Fire Unit Recommendations – The system should be capable of providing fire unit recommendations based on the capabilities required for any given type of fire or emergency medical response, and should recommend the appropriate unit(s) to respond based on the closest available unit(s) or other criteria established by the fire jurisdictions.

The Departments require some sub-systems outside of the basic dispatching functions. These sub-systems include the following:

Geo-files – The CAD system is to include a geo-file system that incorporates blocks, intersections, and place name information. This system is used for address verifications for initial incident entries, as well as unit recommendations based upon static response plans. The geo-file should support district/beat plans for different shift configurations, as well as fire district response and reporting areas. The place file should provide validation of commonly known places within the Cities as well as cross-references to known addresses

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for these locations. The geo-file should also include such information as latitude/longitude, reporting districts such as census block, odd/even street side, cross streets, city, EMS response grids, fire hydrant locations, etc.

Premise Information – This should allow dispatchers to enter information regarding a specific address or an entire building. This information may include: any information regarding an address or an occupant of an address; emergency contacts, utility, alarm, hazmat information; alerts.

Phone List – This subsystem should support static and rotational lists of people and related phone numbers. It should support multiple telephone contact numbers for personnel. Lists may be of any nature from the SRT Team to towing companies to Information Technology personnel who should be contacted in the event of technical problems.

911 Log – The 911 log should record the information passed to the CAD system each time a dispatcher answer a 911 call. The information is kept regardless if an actual dispatch incident is created. The existing 911 telephone system is a Positron Lifeline 1100, which is maintained by Qwest.

Activity Logging within CAD – CAD must be able to track start and stop times on events and activities, and have some way of calculating and statistically reporting on manpower utilization, in other words, what officers are spending their time on: committed vs. uncommitted time; how committed time is spent, such on-scene time, time spent writing reports, criminal vs. non-criminal events, etc. It is a priority of command staff that officers be as effective and efficient as possible.

Scheduling and Timekeeping within CAD – This feature should allow the projection of schedules for patrol, dispatch, and the jail for the coming year, and should recommend manpower requirements based on historical activity logged in the CAD system. The software should be capable of handling all different types of shift configurations. It should store officers' scheduled start and stop times, and log the times an officer actually begins and ends his/her shift work on the street. The system should have some way of calculating regular time and overtime, and should track time off. A report must be available that can detail how much of an officer's time is spent working overtime. Note that "Timekeeping within CAD" does not necessarily refer to a system that will link to the payroll system. This ability is for manpower allocation and not for payroll purposes, but it would be a plus if the system could generate some kind of report or data file that could be used to facilitate payroll entry.

Integration with Other Systems

The CAD module should be able to interface to other police or fire RMS programs, either with or without additional programming. All of the participating agencies use Aether's Sunpro FireRMS. Other contracting agencies use FDM Fire RMS, and need at minimum a download of completed fire incident information.

Other Desired Features

- Alphanumeric paging
- Faxing capabilities from CAD
- TTY capability from within CAD
- Netclock interface
- Tow rotation log

21. Connectivity to ACCESS

Maintained by the Washington State Patrol, ACCESS is the system that provides connectivity to NCIC, WACIC, the Department of Licensing, the Department of Corrections, NLETS (for out-of-state and Canadian inquiries), etc. The vendor shall provide an interface from the CAD/RMS/mobile applications to ACCESS, such that a query entered in CAD/RMS/mobile is automatically passed to the appropriate external databases. The Departments must be able to run queries and also enter data on persons, vehicles, guns, articles, boats, etc.

Users should be able to run queries for a single state, multiple states, or regional (including Canada). The system should provide a log of queries run, with user, date, time, ORI stamps, and should allow NCIC III queries only by authorized personnel. WSP expects to deploy an Internet-based portal for ACCESS queries and updates in 2002. For more information on the WSP ACCESS system, contact:

Al Riehl
Washington State Patrol, ACCESS Section
Administrator/Information Security Officer

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360-705-5357
ariehl@wsp.wa.gov

22. Police Records Management System

Master Files

The selected software must maintain a master person file, master vehicle file, master address file, and master property file as key components of the system. Data stored in the master person file shall include demographic information such as height, weight, race, sex, scars, tattoos; addresses, phone numbers, employers; identifying numbers, such as social security, FBI number, etc. The master vehicle file should include make, model, year, VIN, and descriptive information. The system should allow associations among persons, vehicles, property, locations, and incidents, and these links must be easy to look up.

These master files shall be built by entries generated by incidents, officer reports, field interviews, etc., and shall be available from all modules and to all authorized users in the system, providing validation of existing data and removing the need for duplicate data entry. Other agency-definable data shall be kept in tables accessible from drop-down lists within the entry screens.

Incident Reports

The Departments rely on their RMS software to perform quality control functions. The software selected must require minimal work by the Records Section. The bulk of responsibility in the report approval process will be with the officers and sergeants. (See the Field Report Writing section for more details.)

The system shall generate required tasks based on the type of incident, the violation, or the disposition of the incident, as defined by the agency and the statutes of the participating Cities and the State of Washington. These tasks shall be automatically routed to the appropriate individual or division. Whenever a police report is given the final approval in the RMS system, the system must have the capability to automatically print the report at designated printers, e-mail the report to designated users, etc.

The selected software must be able to generate all report forms. No preprinted forms will be loaded in any printer. The "forms" must be generated at the time a document is printed, and the printing of all forms to any laser printer on the network must be possible.

Traffic Accidents, Citations, and DUI's

The State of Washington requires traffic accidents, citations, and DUI's to be submitted on state-defined forms. The goal is to have the officer writing the report enter the data into the RMS system, and have the report print out in the state-required formats. The vendor must provide a method to collect the data, and must format the data on a printed report that matches the state form.

Field Interviews

Police officers regularly record information about persons they come in contact with in the field. The proposed system shall include the facility to enter this field contact information into the database as a "Field Interview" with the person information automatically being recorded in the master person file. We expect to be able to attach photos these reports/persons.

Arrests

This function will be used to track persons that are taken into custody by the Police Departments and will validate data against the RMS database (master person file).

Other Functions

Other desired functions include:

- Pawn transaction entry
- Permit and license tracking
- Warrants
- False alarm tracking and billing
- Ability to accept data from Autocite parking ticket machines from Enforcement Technology
- Tracking written and verbal warnings
- Ability to generate reports on racial profiling from the RMS data

A desired feature is an application that can be shared with area pawn shops, which they can use to track pawn transactions and to provide data to the Departments as required by law.

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23. Field Report Writing

The functionality of the Field Report Writing module in the comprehensive software will greatly influence the software selection process. A goal of the Departments is to keep the officers in the field as much as possible by giving them the tools they need to do their jobs on their mobile computers. An important feature is ability to perform much of the error checking and review processes in the field. It is highly desirable that the FRW software connect to the live RMS database, much as a LAN workstation would. A description of the desired functionality and flow follows:

Step 1: For incident reports, field interviews, arrest reports, etc., an officer in the field will use a mobile computer for entry of the “who, what, where, when and how” type information using the FRW software, which will validate against the live RMS database. The officer will then also use the FRW software to write the narrative portion of the report. Once the officer has completed the report in the field, the ideal situation is that this data is submitted to an error checking routine that runs on the mobile computer in the field. A list of items needing correction, missing items, and combinations of mutually exclusive items, including missing NIBRS/WIBRS data, should be returned to the officer by the software. The officer would then correct these items. This would be an iterative process that the officer will perform until the error checking routine returns no further errors.

Step 2: Once the error checking routine shows that all errors have been resolved by the officer, the officer will then electronically route the entire report over the wireless network to his/her supervisor (sergeants and corporals). The supervisor must be able to review the entire report, including information entered and the narrative. The supervisor should be able to do this in the field and in the office. If the supervisor finds that the report needs some corrections or revisions, he/she must be able to attach notes detailing the necessary changes and send the report back to the officer over the wireless and/or local area network. Additionally, the supervisor must be able to make corrections to the report whenever this proves to be more efficient than returning the report electronically to the officer.

If the report is returned to the officer, then the officer must have the ability to make the corrections detailed by the supervisor, and then re-submit the report to the supervisor for subsequent review. This must be an iterative process that can be repeated until both the officer and the supervisor are satisfied with accuracy and style of the report.

The narrative writing function within the software shall contain an industry-standard spell checker and a grammar checker.

Step 3: Once the report is approved by the supervisor, the report should be available to all users on the RMS system to review, print, query, etc. Ideally, it would be possible to return the report to the officer in the field for changes or additions after the supervisor has approved the report. This would start the entire process over again at Step 1 above.

At this point, further review of the report may be necessary by other employees or divisions. This system should be able to route the information to other employees or divisions based on the type of crime, type and disposition of the incident, and agency-defined solvability factors.

The process should be the same should the officers and/or supervisors enter, maintain, and review their reports in the station (using the RMS system).

24. Evidence and Property Tracking

The proposed system shall include a property subsystem that will enable the department to keep track of all property and evidence associated with incidents, and particularly to keep track of property inventory location and chain-of-custody information. The module shall distinguish between types of property (lost/stolen, found/recovered, evidence), and shall prompt for disposition based on property type, date entered, and type of incident it is associated with. It shall be possible to query and access property records via a serial number, brand, model, or item name (VCR, radio, etc.), and multiple matches shall generate a selection list. The software shall provide functionality to identify matches between lost/stolen and found/recovered/pawned property items. It is highly desired that the system be capable of tracking and moving property/evidence with bar code scanning technology.

25. Crime Analysis

Crime Analysis needs the capability to provide police administration, the media, criminal justice organizations, and other groups with up-to-the-minute information concerning all aspects of data captured. Crime Analysis requires a large set of standard, pre-written reports that can tabulate and summarize data, display data in chart or graph format, and export data into various file formats for

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manipulation with other applications. Crime Analysis wants to utilize an industry-standard query tool such as Crystal Reports for ad hoc queries and reporting, and will need a detailed chart (data dictionary) depicting all columns in all tables and the primary and foreign keys in each table. Examples of critical needs are: officer activity and response time reports; historical and geographic trend analysis for criminal activity, citations, traffic accidents; cleared case statistics.

Crime mapping is a critical need for the Departments. The Crime Analysis unit must be able to extract data from the system into an-ESRI compatible data layer, and shall be able to combine them with existing data layers maintained by Crime Analysis or the Cities' GIS staff.

Incident-Based Reporting

The system must be compatible with the National or Washington Incident Based Reporting System. The vendor will be responsible for writing a module that will create the file in the format specified by the FBI for NIBRS reporting, or by Washington Association of Sheriffs and Police Chiefs (WASPC) for WIBRS reporting. The WIBRS interface must be certified by WASPC.

Data collection and submission guidelines for both WIBRS and NIBRS reporting are available from:

Washington Association of Sheriffs and Police Chiefs
PO Box 826
2629 12th Court SW
Olympia, Washington 98507

The data file must be submitted to WASPC in ASCII format whether NIBRS or WIBRS data is reported. The Kirkland Police Department would prefer to do WIBRS reporting, but realize that this may require some additional programming by the vendor, so would be willing to accept NIBRS reporting as an interim step.

26. Booking and Jail Management

The jail management system should be easy to use, and should be tailorable to the workflow in the Kirkland Jail. The system should automatically bring up the screens for the officer to enter the required data, but should not prevent the officer from completing the booking because some data is missing (should keep track of the missing data and allow the officer to enter later). A "quick booking" feature would be helpful. The booking record should calculate bail based on the violation, and should allow for the entry of the final sentence including "good time" calculations. The booking process should include screens to enter the inmate's medical information and property. Other desired functions include: services provided to inmates (medication, meals, showers, phone calls); inmate movement and related scheduling; jail census; visitation tracking; and inmate cash management. The KPD jail needs to track incarcerations for other agencies, long-term commitments of Kirkland inmates at contracted agencies, work release, and home detention. The department is interested in technologies to make the above tasks simpler and faster, for example, bar coding of inmate records. The KPD plans to digitize its mug shot system and wants to be able to associate the mug shot photos with the master person record.

27. Investigations, Case Management, and Intelligence

Case Management:

This function should track case assignments and the caseloads of the investigations division and individual detectives/officers. It should provide statistical reporting on case closure by detective/disposition/violations/etc.

Seizures and Forfeitures:

This added functionality to the property module should allow the flagging of monies or property as seizures associated with drug or felony cases. The property should be tracked through the mandatory steps of seizure and forfeiture, and should include a forfeiture date, after which the system will report the property as eligible for disposal.

Gang Tracking:

The system should have a gang tracking function which tracks the usual gang data for person records in the master person index: admission of membership, associations with known gang members and hang-outs, tattoos, colors, hand signs, AKA's graffiti, etc. This data shall be populated by entries of any type of report into the RMS system, as well as entry to the master persons table.

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Intelligence Tracking:

The system should have a restricted database for intelligence tracking, which complies with the statutes governing such tracking (28 CFR Part 23). It should allow the entry of various types of intelligence data, along with a date stamp that prompts the administrator to purge or update the data in the mandated time period. Dissemination of intelligence data to other agencies should be tracked with dates and reasons. We are interested in a system with “artificial intelligence” algorithms that can assist in detecting links among intelligence records, and also in the regular RMS data.

Registered Sex Offender/Career Criminal Tracking:

This feature should validate against the master person table, and should track the offender’s addresses with periodic verification, vehicles, offender class, crime, and conviction date. An alert or flag should be associated with the master person record as a result of the person being entered into this database.

28. Equipment Management

An equipment management system is desired to assist in tracking the equipment assigned to every patrol car, officer, and specialty unit (such as SRT). The module shall “check in/check out” both equipment and consumable supplies, and shall prompt for reorder on supplies when the on-hand quantity drops below an agency-defined level. The system shall support bar code label printing with the goal of being able to inventory a supply room or assigned vehicle equipment with a bar code reader.

29. Training Records

The Departments wish to maintain all personnel training records as part of the integrated public safety software. This module ideally should track: (1) the training records of individual officers or employees, along with other skills, accomplishments, and special assignments; (2) training course descriptions and on-going calendar; (3) instructor certifications; and (4) field training officer evaluations of new officers. It should be able to track re-certification dates for qualifications requiring re-certification. It should have different levels of access: individual view-only for personnel to look at their own records, supervisor view-only for supervisors to look at the records of their subordinates, and administrator level to add and maintain records.

30. Fire Records Management System

While the participating cities strongly wish to retain their current Fire RMS systems, we realize that some vendors may wish to propose their own integrated Fire RMS module. To this end, we are providing the following specifications that will be required for any new Fire RMS system.

Basic Fire RMS Features

The Fire Records Management System will utilize a relational database, preferably the same one as used by the Police RMS. The new Fire RMS should be an integrated system, i.e., information that has more than one use should be entered only once and then be distributed to applicable subsystems and transactions on an automatic basis. This includes information transferred from the CAD module.

The system should provide an extensive reporting capability and a powerful, easy to use, ad hoc report writer so any and all data fields within the RMS can be used in a report. Additionally, the use of text strings is highly desired. The software shall provide the ability to search ANY and ALL data on the system, given security authorization to do so. The result of this search will be a display of a list of all records matching the search criteria, from which the user can select a specific record.

The new system must provide several levels of security, not only for the system administrators, but also for all fire department personnel. Certain modules that contain extremely sensitive data shall have limited access. The software shall produce an audit trail of all activity on the system. This audit trail will log the operator, ID, date and time for all transactions and/or data entered into or data taken out of the RMS system.

The software design shall make extensive use of table-driven parameters allowing easy modification by the system administrator without the requirement for programmer support. These modifications shall be able to be made where the system is active. The system shall also allow fire department personnel to create additional databases, tables, data fields, and graphical user interface

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formats. The module should provide a minimum of six (6) blank data fields for each module/screen that will allow Fire Personnel to track data on an ad hoc basis. Each field shall be a minimum of fifteen (15) alphanumeric characters and provide a means for data validation. Vendors shall explain how their system provides this type of functionality and any limitations it may have. Each data field within the RMS shall, at the fire department's option, be validated against a pre-defined table, including the six "extra" data fields.

Integration of CAD and RMS Systems

The Fire RMS application must be designed to operate as a component of an integrated system consisting of the new Computer-Aided Dispatch (CAD) system, Mobile Data Computer (MDC) system (with AVL), and the police RMS system.

The Fire RMS must support many resources, which are shared by both CAD and the police RMS, such as the Geo-file database for address verification. All data transferred from CAD shall be validated in CAD during processing of the incident and prior to the transfer to RMS.

Like the Police RMS, the Fire RMS will receive the majority of its initial data from incidents within the CAD system created as a result of an event or call-for-service. Once the incident has been closed in the CAD system, it shall be made available immediately to the appropriate sub-systems in RMS. Also, the CAD system shall have a means whereby incident data may be transferred to the RMS prior to closing the incident within CAD.

Address Verification

Address and location data entered into the RMS shall be verified and reporting areas assigned in the same fashion as those transactions that originate in the CAD system. If a different copy of the geo-file used for the RMS, updates, changes, modifications, etc. must be entered only one time. The computer system(s) will then update the other copy of the geo-file automatically. The location subsystem shall include the following types of information at a minimum: common place names; alarms; selected persons (arson, suspects, etc.); cautions; hazardous materials information; repeat calls to the same location.

Master Name File

This module shall serve as the repository of the names of victims, suspects, witnesses, reporting parties, etc. This subsystem shall be the collection point for all information concerning a person, regardless of how many records are on file for that person in the RMS. This system shall also integrate with or be a part of a similar module in the Police RMS.

Fire Incident Reporting

The fire incident module shall collect, store and process key information relating to dispatched incidents and fires. In most cases, the basic information shall be collected at dispatch time through CAD, and then supplemented by the entry of the various fire incident and supplemental reports. This subsystem shall serve as a base for many of the other functions and automatically update all applicable subsystems. This module shall be accessible from the wireless data device when it is implemented.

Information from the event subsystem must be NFIRS 5.0 compliant and have automatic transfer of data to the National Fire Incident Reporting System (NFIRS). EMS related incidents must also provide automatic transfer of data to King County Emergency Medical Services (KCEMS) using KCEMS codes.

Inventory

This module will provide basic inventory capabilities to serve fire department needs. Equipment and supplies to be tracked for various departments, divisions, apparatus, and firefighters include items such as uniforms/clothing, turn-out gear, SCBA masks, boots, radio equipment, office supplies, station supplies. This module shall provide fields to enter the make, model, year purchased, year for replacement, vendor information, MERF (Mechanical Equipment Replacement Fund)/EERF (Electrical Equipment Replacement Fund) replacement, etc.

Personnel

This module will provide for the maintenance of current employee information, including personal data, various contact phone numbers (such as, pager, home, mobile, office), training data, special skills, complete employment history, current assignment, certifications, promotions, etc. This module shall also link to the CAD system where common data fields can be updated in only one location and the other locations be automatically updated. It shall allow personnel to enter and track disability information and history, and provide for the completion of the standard OSHA forms.

Training Module

Since the fire department provides training to its employees in several ways, the systems needs to be flexible enough to facilitate the unique requirements of training completed at the station, academy, and regionally. The system should track course information, which includes the course name and description, what standards each course meets, when retraining is required, and cost. The system should

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allow for the identification of certification levels by listing all classes, etc. required to gain each certification level, and provide a means of determining which classes each person requires to reach the next certification level. Extensive reporting capabilities are to be provided by the system including, but not limited to:

- Personnel – who has and has not had particular training
- Training requirements – includes the satisfaction of those requirements for each level of expertise.
- Rosters – since the law requires that attendees sign the roster.
- Certificates – achievement, attendance, etc.
- Confirmation letters
- Ability to append roster images to documents

Fire Inspection and Prevention

This module shall provide for the orderly management of a fire inspection and prevention program through the computerized control of schedules, violations, and follow-ups. Information entered into this module shall also be automatically transferred to the CAD system to show premise information upon location verification. This module includes the following components:

- Inspection Master, which describes the structure, fire detections and suppression systems, and the inspection schedule.
- Building characterizes, which include building dimensions, data on floor, wall, and roof construction materials, extinguishing systems, alarms, detectors, basements, stairs, escalators, etc.
- Fire protection features, such as sprinkler and standpipe information, utility shutoffs, Knox Box location, and fire alarm control panel location.
- Information about the owner of the building, owner of the business, and fire contact information.
- Inspection details, which consist of a records of each inspection conducted, complete with the outcome of the inspection.
- Violation records, which contain information concerning a violation and the follow-up action which is to take place.
- Above and underground tank details, which include manufacturer, make and model, contents, capacity, construction, installation, and removal.
- Hazard detail, which define any hazard that may exist at the location including storage of hazardous materials.
- Details of permit issues, including the expiration date and reason issued, and freeform comments for records special instructions or conditions.

Investigations

This module will record activities necessary during fire investigations. This module shall correlate with the master name file so people's information may be used across the Police and Fire RMS. This module shall import data from the CAD System in addition to the CAD data elements containing the data elements from the fire incident module.

Personnel Scheduling

This module should facilitate the scheduling of the large number of fire employees who work on shifts of various configurations. The system should track employee scheduling data as start and end time, days off, work week cycle (4-day, 5-day), etc. It should track which personnel was assigned to which piece of apparatus, such that reports can be generated showing what personnel responded to what alarms. The system shall generate schedules by division or assignment. This data shall then be made available to the CAD.

31. System Security

All system users shall be required to sign onto the system before being given access to any system function. The sign on screen shall include fields for user ID and password. The password shall not be displayed when it is entered. After password validation, the system shall automatically attach the user to a security group or role that shall determine which system functions he or she may access.

The system shall provide a method to secure confidential information, such as juvenile or medical information. Additionally, the software shall have "seal" or "expunge" functions.

The user names, passwords, security group assignments, and system access definitions shall be changeable by authorized personnel only at the highest security level (system administrator). The system administrator shall be able to define system access to the function, screen, transaction type (add/change/delete), and field. The system itself shall record a date, time, user, and workstation stamp on every entry to the system, and should provide audit reporting on these transactions.

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32. Documents and Images

Documents of any OLE file type must be able to be attached to an RMS report, a field interview, a traffic accident report, a person, vehicle, or place record, etc. The images must be easily retrievable from within each module.

33. Special Conditions for Submitting a Proposal

1. Any proposal which is not received by the Kirkland Purchasing Agent's office prior to the deadline date and time set forth in paragraph 3 will not be considered.
2. Proposals must include completed Sections A through F, all requested attachments to these sections. Vendors must supply eight hard copies of the proposal and one electronic copy on diskette or CD.
3. Submission of a proposal indicates acceptance by the company submitting the proposal of the terms, conditions and specifications contained in this RFP, unless clearly and specifically noted in Section G of any proposal submitted and confirmed in a subsequent contract between the Cities and the successful vendor.
4. Proposals may be modified or withdrawn prior to the bid due date and time by an authorized representative of the vendor or by formal written notice to the Purchasing Agent, City of Kirkland. Upon passage of the proposal due date and time, all proposals shall become the property of the Cities.
5. Changes to the RFP itself shall only be made by the Cities via formal written amendments. Addenda will be provided to all vendors who are registered with the City as being in possession of an official copy of the RFP document. All addenda shall become a part of the RFP document requiring response by the vendor where indicated.
6. Vendors shall not take advantage of any errors and/or omissions in this RFP document or in the firm's specifications submitted with their proposals. Where such errors or omissions are discovered by the Cities, full instructions will be given by the Cities.
7. The Departments reserve the right to (1) accept or reject any and all proposals or parts of proposals, and to waive minor defects or technicalities, (2) solicit new proposals on the same project or on a modified project which may include portions of the original RFP as the Cities may deem necessary, (3) disregard all nonconforming, non-responsive, or conditional proposals, (4) reject the response of any vendor who does not pass the evaluation to the Departments satisfaction, (5) select the public safety software and vendor that will best meet the needs of the Departments, and (6) negotiate contract terms with the successful vendor.
8. In evaluating proposals, the Departments may consider the qualifications of vendors and whether or not the proposals comply with the prescribed requirements. Vendors and/or proposals that do not meet the stated requirements will be considered in non-compliance and will be disqualified, unless such non-compliance is waived by the Departments. All bidders waive the right to claim damages of any nature, whatsoever, based on the selection process.
9. Vendor responses shall be screened and evaluated by a core committee consisting of senior representatives from each City's public safety department and key information technology staff. At the discretion of the committee, other City personnel or outside sources may be directly included or consulted during the evaluation process.
10. During the evaluation process, the Departments reserve the right to request additional information or clarifications from those submitting proposals, and to allow corrections of errors and/or omissions.
11. The Departments will not pay for any information herein requested, nor are they liable for any costs incurred by vendors prior to issuance of any agreement or purchase order. The Departments will require the finalist vendor(s) to provide on-site presentations and demonstrations of the software proposed by the vendors. All costs of the demonstrations themselves are the sole obligation of the vendors. The Departments may also require vendor-accompanied visits to existing sites with similar demographics and comparable systems, the costs of travel and subsistence being borne by the Cities for City representatives.
12. Vendors shall warrant that their system shall perform as described in their proposal.
13. By submission of a proposal, each vendor certifies that:

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- a. The vendor has not paid nor agreed to pay any person, other than a bona fide employee, a fee or a brokerage resulting from the award of the contract.
 - b. The Departments may, by written notice to a vendor, cancel any award under this RFP if it is found by the any of the Departments that gratuities, in the form of entertainment, gifts or otherwise were offered or given to any representative of the Departments with a view toward securing an order or other favorable treatment with respect to this RFP.
14. Each vendor must sign and have notarized the Non-Collusion Affidavit, and attach it to the proposal
15. Each vendor must attach a copy of its standard contract boilerplate and software licensing terms in its proposal.
16. Each vendor must attach a Certificate of Insurance to verify that the insurance coverage requirements detailed in Paragraph 33 are met.
17. The contents of the proposal and any clarifications distributed by the Departments shall become part of the contractual obligation and incorporated by reference into the ensuing contracts.
18. Each vendor's proposal and any clarifications to that proposal shall be signed by an officer of the vendor company or a designated agent empowered to bind the firm in a contract.
19. The Cities reserve the right to cancel the award of a contract at any time should the vendor fail to comply with the terms and conditions of the RFP. The Cities shall be the sole judges of cancellation criteria on vendor compliance.
20. The Cities will require a payment schedule to be negotiated with the successful firm based on defined and measurable activities and results. Under no circumstance shall payment be made in advance of work performed. As detailed in the baseline contract provisions included in this RFP document (Paragraph 33), the Cities reserve the right to withhold payment for unacceptable performance. The Cities further reserve the right to include in the final contract financial penalty provisions for non-performance.
21. Final acceptance occurs when the vendor has completed all required installation and start-up tasks, including training, documentation, implementation assistance and consulting, data conversion and testing, and completion of a 90-day performance validation period, during which the system must demonstrate its specified performance, availability, and functionality in a live operational environment. Any deficiencies that become apparent during the monitoring period will result in an extension of the monitoring period as long as required for correction and re-test. After acceptance, the system will be in warranty and/or maintenance mode and the vendor will support the system according to warranty/maintenance agreements.

33. Contract Requirements

The successful Vendor will be required to enter into a contract with the Cities, similar to the following:

GENERAL CONTRACT PROVISIONS FOR THE CITY OF KIRKLAND

The City of Kirkland, Washington, a municipal corporation (hereinafter the "City") and _____, whose address is _____, (hereinafter the "Vendor"), agree and contract as follows:

I. AGREEMENT

The Agreement shall consist of the following documents: The purchase order; invitation to bid; the general conditions; the "Acknowledgment"; the proposal specifications; the proposal response; the technical conditions; written changes of any of the foregoing documents and the specific implementation and payment schedule. The Agreement documents are complementary and what is called for in any one document shall be binding as if called for by all.

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II. EXECUTION AND INTENT

- A. The Agreement shall be in the form of a purchase order signed by the City Manager or the Purchasing Manager as his delegate. The intent of the Agreement is to include all labor, materials, and equipment necessary for the proper execution of the work described therein, and also to include all services which may be reasonably inferable from the Agreement documents as being necessary to produce the intended results.
- B. Agreements, notices and changes requiring the signature of the City shall not be binding upon the City unless signed by the Officer or Employee of the City who has been designated to administer the contract. Unless otherwise provided, said officer is the City Manager or the Purchasing Manager as his delegate.

III. WORK BY VENDOR

- A. The Vendor agrees to perform the specific work described in Attachment ___ to this Agreement, which attachment is incorporated herein by reference. Said work shall more generally include all labor, materials and equipment necessary to furnish and deliver/install, train and support the purchased products and services as required by the contract. The work shall further include the delivery to the City of the equipment or other personal property as specified in the Agreement and also includes all construction, manufacturing, installation, programming and modification activities required to be accomplished in order to meet the technical specifications of the Agreement.
- B. All services, and all duties incidental or necessary thereto, shall be conducted and performed diligently and completely and in accordance with professional standards of conduct and performance.
- C. The Vendor shall independently warrant for a minimum of 12 months all hardware accessories, software, installation, and support activities and/or assume responsibility as warranty contract agent for the warranting company as to warranties provided by the manufacturer and the Vendor's sub-contractors. The Vendor warrants that the items and services furnished will conform to its description and any applicable specifications shall be of good merchantable quality and fit the known purpose for which it has been sold to the City.
- D. The vendor shall correct, in a complete and timely manner, all hardware and software defects for which the vendor is responsible. The time period required for said corrections shall be determined by the City and the Vendor.

IV. CHANGES IN THE WORK AND TIME

- A. The City may order changes consisting of additions, deletions, or modifications in the work, the contract amount and time for completion being adjusted accordingly. All such changes in the work must be authorized by a written change order signed by the City Manager and the Vendor.
- B. If the Vendor is delayed at any time in the progress of the work by changes ordered in the work, labor disputes, fire, unusual transportation delays, and unavoidable casualties which are beyond the Vendor's control, then the Vendor shall advise the City in writing of the delay and reason. Such notice shall be given within ten (10) days of the commencement of such delay. The City shall extend the time for completion but only to the extent that the delay is actually caused by any of the foregoing reasons.

V. CORRECTION OF WORK

The Vendor shall correct any work that fails to conform to the requirements of the Agreement documents and shall remedy any defects due to faulty materials, equipment, software or services which appear within one year of the date of final acceptance of the equipment or within such longer period of time as may be prescribed by law or by the terms of any applicable special guarantee required by the Agreement.

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VI. THE CITY

- A. The City shall have the authority to inquire as to the status of the project to familiarize itself with the progress and quality of the work. The Vendor shall submit status reports according to a mutually agreeable schedule noting progress of work per negotiated work schedules, milestones attained, problems encountered and corrective actions taken. The vendor shall attend project status meetings based on a mutually agreeable schedule during the course of the Agreement period.
- B. The City shall have the authority to require any corrections in the work which are necessary to obtain conformance with the requirements of the Agreement.
- C. The City shall have the right to stop work whenever such stoppage may be necessary to obtain work which conforms to the Agreement requirements.

VII. COMPENSATION

- A. The total compensation to be paid to Vendor for these services shall not exceed \$_____, as detailed in Attachment ____.

The above fees include all labor, materials and expenses required for the completion of these services.

- B. Payment to Vendor by the City in accordance with the payment ceiling specified above shall be the total compensation for all work performed under this Agreement and supporting documents hereto as well as all subcontractors' fees and expenses, supervision, labor, supplies, materials, equipment, services or the use thereof, reimbursable expenses, and other necessary incidentals.
- C. The Vendor shall be paid in accordance with the acceptance and payment schedule set forth in Attachment ____.
- D. The City shall have the right to withhold payment to Vendor for any work not completed in a satisfactory manner until such time as Vendor modifies such work to the satisfaction of the City.
- E. Unless otherwise specified in this Agreement, any payment shall be considered timely if a warrant is mailed or is available within 30 days of the date of actual receipt by the City of an invoice conforming in all respects to the terms of this Agreement.

VIII. TERMINATION OF AGREEMENT

The City reserves the right to terminate or suspend this Agreement at any time, with or without cause, by giving ten (10) days notice to Vendor in writing. The Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on the project prior to the date of suspension or termination, not to exceed the payment ceiling set forth above.

IX. PERFORMANCE AND PAYMENT BOND REQUIREMENT

The Vendor, at the time of filing the "Acknowledgment of Receipt", shall file with the City a performance and payment bond issued by a corporate surety licensed to issue surety bonds within the State of Washington and in a form acceptable to and to be approved by the City. The amount of said performance and payment bond shall be in the full amount of the total contract price. Said performance bond shall be submitted to the City with the "Acknowledgment of Receipt".

X. LIABILITY INSURANCE COVERAGE

The Vendor shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with products and materials supplied to the City.

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A. Minimum Scope of Insurance

Contractor shall obtain insurance of the type described below:

Commercial General Liability insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 and shall cover products liability. The City shall be named as an insured under the Vendor's Commercial General Liability insurance policy using ISO Additional Insured-Vendors Endorsement CG 20 15 or a substitute endorsement providing equivalent coverage.

B. Minimum Amounts of Insurance

Vendor shall maintain the following insurance limits:

Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$1,000,000 general aggregate and a \$2,000,000 products liability aggregate limit.

C. Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions for Commercial General Liability insurance:

1. The Vendor's insurance coverage shall be primary insurance as respect the City. Any Insurance, self-insurance, or insurance pool coverage maintained by the City shall be excess of the Vendor's insurance and shall not contribute with it.
2. The Vendor's insurance shall be endorsed to state that coverage shall not be cancelled by either party, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City.

XI. COMMENCEMENT AND COMPLETION OF WORK

- A. The Vendor's bid shall be accepted or rejected by the City within 90 calendar days from the date of Bid Opening.
- B. The successful bidder (the Vendor) is obligated to sign a contract for performance within thirty (30) calendar days of the receipt of the letter of intent from the City.
- C. Work shall commence within forty-five (45) working days after the Agreement has been signed.
- D. Timelines for installation of the hardware and software, beginning operations, training and acceptance shall be negotiated.
- E. Vendor will diligently proceed with the work contracted for, but Vendor shall not be held responsible for delays occasioned by factors beyond its control which could not reasonably have been foreseen at the time of the execution of this Agreement. If such a delay arises, Vendor shall forthwith notify the City.

XII. SUCCESSORS AND ASSIGNS

The Vendor shall not assign, transfer, convey, pledge, or otherwise dispose of this Agreement or any part of this Agreement without prior written consent of the City.

XIII. NONDISCRIMINATION

The Vendor shall, in all hiring or employment made possible or resulting from this Agreement, take affirmative action to ensure that there shall be no unlawful discrimination against any employee or applicant for employment because of sex, race, age, color, creed, national origin, marital status or the presence of any sensory, mental or physical handicap, unless based upon a bona fide occupational qualification, and this requirement shall apply to but not be limited to the

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following: employment, advertising, layoff or termination, rates of pay or other forms of compensation and selection for training, including apprenticeship.

No person shall be denied or subjected to discrimination in receipt of the benefit of any services or activities made possible by or resulting from this Agreement on the grounds of sex, race, color, creed, national origin, age except minimum age and retirement provisions, marital status, or the presence of any sensory, mental or physical handicap.

XIV. HOLD HARMLESS/INDEMNIFICATION

The Vendor shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with the performance of this Agreement, except for injuries and damages caused by the sole negligence of the City.

XV. COMPLIANCE WITH LAWS

The Vendor shall comply with all applicable State, Federal and City laws, ordinances, regulations, and codes.

XVI. GOVERNING LAW

The governing law of this contract shall be the laws of the City of Kirkland and the laws of the State of Washington, including applicable rules and regulations thereof.

XVII. FUTURE SUPPORT

The City makes no commitment and assumes no obligations for the support of Vendor activities except as set forth in this Agreement.

XVIII. INDEPENDENT VENDOR

Vendor is and shall be at all times during the term of this Agreement an independent contractor and not an employee of the City. Vendor agrees that it is solely responsible for the payment of taxes applicable to the services performed under this Agreement and agrees to comply with all federal, state, and local laws regarding the reporting of taxes, maintenance of insurance and records, and all other requirements and obligations imposed on him as a result of his status as an independent contractor. The Vendor is responsible for providing the office space and clerical support necessary for the performance of services under this Agreement. The City shall not be responsible for withholding or otherwise deducting federal income tax or social security or for contributing to the state industrial insurance or unemployment compensation programs or otherwise assuming the duties of an employer with respect to the Vendor, or any employee of Vendor.

XIX. EXTENT OF AGREEMENT/MODIFICATION

This Agreement, together with all attachments and addenda, as outlined in Section I, represents the entire and integrated Agreement between the parties hereto and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended, modified or added to only by written instrument properly signed by both parties hereto.

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THE FOLLOWING SECTIONS (SECTIONS A – F)

ARE TO BE INCLUDED IN ANY

RESPONSE TO THIS RFP

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**SECTION A
COMPANY/PRODUCT INFORMATION**

1. Company Name:

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____ **Fax Number:** _____

Dun & Bradstreet Number: _____

Federal IRS Identification Number: _____

Bank Reference: _____

2. Company Official Submitting This Proposal:

Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Phone: _____ **Fax Number:** _____

Signature: _____

3. Primary Company Contact Person Regarding This Proposal:

Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Phone: _____ **Fax Number:** _____

Signature: _____

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SECTION A (Continued) COMPANY/PRODUCT INFORMATION

4. What was your company's annual gross revenue and net profit as a percent of sales for the previous three years?

Fiscal Year	Annual Gross Revenue	Net Profit as % of Sales
2001	_____	_____
2000	_____	_____
1999	_____	_____

Please attach a copy of your company's latest financial statements.

5. How many corporate and branch locations does your company have? _____

6. How many years has your company been in business? _____

7. Is your company publicly or privately held? _____

8. How many employees work for your company? _____

9. What percent of your employees provide technical support and training for the public safety software product you are proposing? _____

10. What percent of your employees are assigned to research and development for the public safety software product you are proposing? _____

11. What percentage of revenue does your company annually invest in research and development? _____

12. How many years has your company been in the business of providing public safety department software? _____

13. When did you first implement the public safety software product you are proposing on a PC client/server platform? _____

14. How many implementations are currently in progress? _____

15. How many clients do you have that are using the public safety software product you are proposing on a PC client/server platform? _____

16. Of the clients included in the number provided in question 15, how many:

a. Have less than 50 officers? _____

b. Have 51 to 100 officers? _____

c. Have 101 to 200 officers? _____

d. Have over 201 officers? _____

17. How many total public safety clients (agencies) do you have? _____

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SECTION A (Continued) COMPANY/PRODUCT INFORMATION

18. Of the clients included in the number provided in question 17, how many:

- a. Have less than 50 officers? _____
- b. Have 51 to 100 officers? _____
- c. Have 101 to 200 officers? _____
- d. Have over 201 officers? _____

19. How many of your clients who are using the public safety software product you are proposing on a PC client/server platform, are in the State of Washington? _____

20. Do you use third parties (subcontractors) to provide implementation, training, technical support, consulting, data conversion, or other services for your clients? _____

If your answer is "YES" please identify the third parties and explain what services they provide and how they provide these services.

21. Is there a users' group for the public safety software you are proposing in the Seattle metropolitan area? _____

If your answer is "YES," please provide the name of the person in charge of the local users' group, the name of his/her company/agency, and a phone number where he/she can be reached.

Contact Name and Title: _____

Company/Agency Name: _____

Phone Number: _____

E-mail address: _____

22. Is there a regional users' group for the public safety software you are proposing? _____

If your answer is "YES", please provide the name of the person in charge of the regional users' group, the name and address of his/her company/agency, and a phone number where he/she can be reached.

Contact Name and Title: _____

Company/Agency Name: _____

Address: _____

Phone Number: _____

E-mail address: _____

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SECTION A (Continued) COMPANY/PRODUCT INFORMATION

23. Is there an annual users' conference for companies using your public safety software products? _____
If your answer is "YES" please indicate the location and date of the last annual users' conference and the approximate number of attendees.
Location (City, State): _____
Date: _____ Approximate number of attendees: _____
24. Do you offer on-site training at your clients' sites? _____
25. How many training centers do you have? _____
26. List the locations (City, State) of your public safety software training centers:
27. Explain the basis that you use for determining licensing fees for your public safety software products. For instance, do you charge based on the number of concurrent users signed onto the public safety software? Will the City need to buy a specified number of "licenses" or "seats", and are your license fees based on the number purchased? Or do you offer a "site" license fee, not dependent on the number of users signed onto the system? We are not asking for any actual prices, but simply the method/basis you use for determining licensing fees.
28. It is common for software products to have "modules" within a system or application that can be purchased independently of each other, based on a client's needs. List the modules for the public safety software product you are proposing that will be available to the Departments.
29. Is the version/release of the public safety software product you are proposing currently being used today? If so, list the current users.
30. How frequently are software upgrades released to clients? How frequently are "bug fixes" released to clients?
31. Explain how your company determines what new enhancements and what new changes will be included in future releases/versions of the public safety software product you are proposing.
32. If your software currently does not have an interface to ACCESS (the Washington State connection to state and national databases), how long will it take to program one? What, if any, are the responsibilities of the agency requesting the interface?
33. If your software currently does not provide WIBRS reporting, how long will it take to program this feature? What are the responsibilities of the agency requesting this feature?
34. Based on what you know about the participating departments (number of officers, resources, etc.), explain the step-by-step implementation process you would expect to use for this project, including the training that would be required and an estimated timeframe.
35. Please explain how your company will provide support to the Departments for the public safety software product you are proposing after it has been implemented. You can assume that the Departments will have a maintenance agreement with your company.
36. Does your company agree to provide a two-day demonstration of the software products that you are proposing in this RFP during the time period between July 22, 2002 and August 2, 2002? If it is impossible for your company to provide a demonstration at this time, your company may be eliminated from the selection process. The demonstration must take place in Kirkland or Bothell at a facility designated by the Departments. The Departments will provide a meeting room. **The Departments will not pay for any expenses the vendor accrues putting on this demonstration.**

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SECTION B TECHNICAL INFORMATION

1. How many tables are in the database? Describe briefly how the database is structured. Are the following features included in your system: user-defined table data; user-definable fields and/or tables?
2. Please provide a detailed chart (entity relationship diagram) depicting relationships between each table in the database and depicting each column in each table. The entity relationship diagram should show primary keys and how tables are related by primary and foreign keys.
3. How many standard reports are available? Please provide a list of available reports, and include examples of some of your standard statistical reports.
4. What reporting tool is available with your software? Explain the capabilities of the reporting tool within your system including user friendliness, its capacity to effectively link database tables together, and how it interfaces with a user's security profile. Please provide a sample of your data dictionary.
5. Is there an audit trail in the system that could be used to determine who made a change, when, and from what workstation? How difficult is it to access this audit trail and understand it? Is every addition, deletion, and change tracked?
6. Can images and/or documents be scanned and attached to records within the system? Can other files be attached to records (for example, drawings, digital photos, WAV files)?
7. What e-mail systems do you integrate with? How is the integration accomplished?
8. Does the system have Internet/Intranet capability? What specific functions can be performed using the Internet/Intranet capability? Is there a browser interface for most of the screens in your system?
9. What network protocols are supported?
10. What network operating systems are supported?
11. What workstation operating systems are supported?
12. What language is your product written in?
13. Do you provide the source code? If yes, describe the manner in which you provide source code.
14. Will departments be able to add custom data fields without programming? How are modifications to the database and additions to the screens handled?
15. Is the database schema extensible, i.e., should the customer choose to do so, could they add tables to the database? If so, explain the process by which this is done.
16. Can the screens be customized for color, layout, tab order, etc.? Can you create custom screens with only certain fields?
17. Can you create custom menus?
18. Can user- or agency-defined forms be generated?
19. Can charts, graphs, tabulations, etc., of RMS and CAD data be generated? Can data be extracted from the system in various formats (for example, ASCII, tab-delimited, ESRI shape files)?
20. Do you have on-line manuals and help features? Describe the on-line help features.
21. Describe the documentation provided for the end user with your software. Describe the documentation provided for the system administrator with your software.

Request For Proposal Comprehensive Police Software

SECTION B (Continued) TECHNICAL INFORMATION

22. At what level can security be set up (function, screen, field; user, role, group)? Describe security in your proposed software.
23. Explain your company's philosophy on mission-critical applications and your method for providing maximum uptime for the CAD module, mobile connectivity, and other critical functions in the system (for example, server redundancy, distributed processing, etc.).
24. Is there a toll-free support line? Describe your support services, including days and hours of operation. List the hours that telephone technical support will be available to the Departments.
25. Describe the process for reporting, documenting, and repairing software "bugs". What is the average turnaround on bug fixes, and on average, how many outstanding requests does your company have to fix bugs reported by customers or other sources (software or implementation partners)?
26. How are new versions tested and released to customers? How does your company control the number of software versions installed at customer sites? Are customers required to install upgrades, and if so, what are your policies about this process? Is there a cost for new releases, or are they included in the maintenance plan? If the answer is yes, please give details of pricing for new releases.
27. Have you participated in a data conversion from the Cyrun Alliance system? If so, please give a description of how this was accomplished. State specifically the responsibilities in the process belonging to the vendor and to the client, respectively.
28. *If your answer to the question above is yes, skip this question.* Have you participated in a data conversion from a system in which the data resided in a combination of SQL and/or Paradox tables? If so, please give a description of how this was accomplished. State specifically the responsibilities in the process belonging to the vendor and to the client, respectively.
29. What are some of the key differences your system has over other systems?

Request For Proposal Comprehensive Police Software

SECTION C FUNCTIONS

1. Describe the “master database files” your system utilizes, including the category of data they hold (person, vehicle, location, etc.), key fields in each table, how other modules use this data to validate input into the system, and how duplicate entries are prevented or repaired.
2. Describe the main features of your CAD system. Does it allow the entry and update of the system in various ways (hotkeys, command line, mouse clicks)? Please provide some screen shots of the user interface.
3. How does the CAD system interface with the mobile computers? What message switch is used?
4. Describe your past experience in interfacing your CAD/RMS software to Aether Mobile Government’s PacketCluster message switch.
5. Describe your experience with integrating the CAD module with other police or fire RMS programs. Can your CAD software integrate with Aether Sunpro FireRMS and FDM Fire RMS? Describe any existing installations that use a structure and equipment similar to that of the participating agencies. If proposing a different fire RMS system, please state its capabilities in terms of the requirements in paragraph 30.
6. What AVL systems does your CAD interface with? Describe how the interface works.
7. What mapping capabilities does your CAD system have? What types of information display on the CAD map, and what underlying layers are required for it to work properly?
8. Do you currently have an interface to the Washington State Patrol ACCESS system? If not, please describe your process for building one.
9. State specifically the editing capabilities of the software and how the Records Management System module will be able to insure that reports written in the field or in the station are compliant with Washington Incident Based Reporting requirements.
10. State specifically the electronic routing capabilities of the software and how the Records Management System will be able to route incident, traffic, citation, and other reports to any user or division on the system.
11. State specifically the printing capabilities of the software and how the Records Management System will be able to print incident, traffic, citation, and other reports at any printer on the network.
12. The State of Washington is considering legislation that will require all agencies to provide reporting on racial profiling. Does the RMS system collect all of the data required, including: the type of contact, whether searches are incidental to arrests, written/verbal consent to search, whether contraband was found, demographic information on person stopped? Describe the capabilities of your software in this area, and list some examples of agencies that are currently using this function.
13. Does your software have a citation module? If so, describe how it works. State specifically what capabilities it has, such as (1) scan Driver’s License for initial data input, (2) print tickets in field, (3) interface to existing Court system for electronic transfer of data. (The City currently uses DISCIS court system, which is used by all of courts in the State of Washington and is run by the Administration for the Office of the Courts.)
14. Describe your expertise in developing state-specific functionality and modules, for example printing traffic accident and DUI reports in the state-mandated format, and programming state-specific IBRS reporting. List the states for which you have developed state-specific functionality and modules and the details of these elements.
15. Does your software have a pawn module? Is there some method for pawnshops to input their own transactions for transfer to the police departments via e-mail, the Internet, etc.?

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SECTION C (Continued) FUNCTIONS

16. State specifically whether or not the reporting process as described in paragraph 23, Field Report Writing, is possible with the proposed public safety software. Include how the officer in the field will know if his/her report meets Washington Incident Based Reporting requirements. Include how a supervisor in the field and an officer in the field can send a report back and forth from car to car in the report approval process. Include specifically how corrections to the original report can be made when the supervisor in the field sees a need for changes.
17. Describe how the evidence and property tracking module works in the proposed software. How is this module interfaced to the RMS? Can bar coding be used to track and move property/evidence?
18. Describe how the booking function works in the proposed software and whether it has the capabilities described in paragraph 26. What is the work flow, and how is the officer assured that all the required data is captured?
19. Describe the capabilities of the jail module in terms of the requirements described in paragraph 26. How does it interface to the RMS system?
20. Describe how the investigations module works in the proposed public safety software. How does this module interface to RMS? Does it include case management, seizure and forfeiture tracking, a secure intelligence database, gang and registered sex offender tracking? What other capabilities does it have?
21. Describe how the crime analysis functions works in the proposed public safety software. State specifically the mapping capabilities with respect to crime statistical reporting. Are there any data in the system that is not accessible to Crime Analysis with the reporting tools you provide with the system? What are these data? Does the proposed software include standard reports that have been written with Crime Analysis specifically in mind? If so, include examples of these reports in your response.
22. Does your software currently have the capability of extracting WIBRS reporting data from the system? If not, what will be your process for building this functionality into the system? Does your software currently produce NIBRS reporting data?
23. Describe how the document/file linking function works in the proposed public safety software. What types of documents/electronic files can be linked to the system, and to what records may they be linked? Describe how images are stored in the proposed software. Are they stored in a SQL table dedicated to images, another database, or another server?
24. Describe in detail the query/search capabilities of your system. What are its limitations? What technical skills must the user have to create effective queries? Does it include the following search capabilities: soundex; wild cards; string searches' standard Boolean searches, including "values containing" searches; searches with multiple combinations of fields; text searches; "drill-down" capability?
25. Describe in detail the reporting capabilities of the system. What level of technical expertise is needed to create and format reports? Give some examples of reports that have been created by your user agencies.
26. Are you willing to guarantee that your company has the technical knowledge and skills necessary to provide the interfaces asked for in this RFP? These interfaces include
 - CAD to E911
 - CAD/RMS to ESRI GIS
 - FRW to Aether Systems' message switch
 - System interface to Washington State ACCESS (State and National Criminal Justice systems); must be accessible by all personnel in the system (with appropriate security)
 - WIBRS crime reporting

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SECTION D REFERENCES AND CUSTOMER LIST

Please provide five (5) references for recent successful implementations of systems similar in size and configuration to the one described in this RFP.

Please attach a COMPLETE list of ALL of your customers for the public safety software product you are proposing in addition to the references below.

Company Name:

1. Organization Name: _____

Street Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____ **Phone:** _____

E-mail address: _____ **Installation date:** _____

2. Organization Name: _____

Street Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____ **Phone:** _____

E-mail address: _____ **Installation date:** _____

3. Organization Name: _____

Street Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____ **Phone:** _____

E-mail address: _____ **Installation date:** _____

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**SECTION D (Continued)
REFERENCES AND CUSTOMER LIST**

4. Organization Name: _____

Street Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____ **Phone:** _____

E-mail address: _____ **Installation date:** _____

5. Organization Name: _____

Street Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____ **Phone:** _____

E-mail address: _____ **Installation date:** _____

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SECTION E HARDWARE REQUIREMENTS

1. List the minimum specifications for the PC server(s) that will be required to support the public safety software product being proposed for the participating Cities. Assume that the Departments require sub-one-second response time for the CAD application. Assume that the Departments require three-second response time to most other transactions (excluding mobile transactions).
2. Do you have any specifications or limitations on the brand of computer hardware your software requires?
3. Specify the number of servers you recommend (state which software module(s)/database will run on each server).
4. Specify the operating system of each server you recommend (state which software module(s)/database will run on each server).
5. Specify the hardware configuration of each server you recommend (state which software module(s)/database will run on each server).
6. Specify the hard drive capacity you recommend for each server (state which software module(s)/database will run on each server).
7. Specify other information about the recommended hard drives such as number of drives, type of drives, size of drives, type of RAID, etc., for each server.
8. The system should provide for redundancy or fault tolerance at all critical failure points. The system should provide complete transfer to backup systems with immediate resumption of CAD processing. Describe your approach to server hardware and software to build in redundancy for the CAD software you propose. In other words, how do you propose to maximize system availability of CAD regardless of cost?
9. The system should allow backups of the databases to take place while the applications are live. Describe your approach to this requirement. List and describe all anticipated regularly scheduled system down times.
10. List your recommendations for LAN specifications in order to insure that response times for CAD and RMS functions will be as quick as possible. The Departments require sub-one-second response time for the CAD application. How much bandwidth from server to the backbone and then to desktop is necessary to achieve the required response time?
11. The Departments often desire to make comparisons on CAD activity for various purposes that involve as much as ten years of historical data. The Departments will also keep arrest information live on the system indefinitely. Describe how your system can report on data over such a long period of time in which approximately 2.5 million CAD records will be accumulated. Describe in general your archival procedures. Assume that Microsoft SQL7/2000 will be the database.
12. List any other hardware recommended.
13. List any server or network related software that you recommend that is not included in your response to this RFP.
14. Please describe in detail the minimum specifications of workstations to run the computer-aided dispatch module, and the standard RMS workstation. Please list any other specialty workstations required, and what they will run.

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SECTION F COSTS

Please list in detail the following costs. Assume separate installations for the cities as follows:

Bellevue will require all of the modules.

Kirkland and Medina will have a shared installation for police only.

Bothell and Lake Forest Park will have a shared installation for police only.

Clyde Hill will have RMS, field reporting, and mobile connectivity via one of the other cities.

1. The license fee that the Cities will pay to the vendor for the public safety software product, including details of the modules and services that are included in the fee. Please include a copy of your licensing agreement.
2. The price the Cities will pay for a maintenance agreement for the public safety software product, including the term of the maintenance agreement and the services that will be provided under the maintenance agreement.
3. The price the Cities will pay for training and a description of the training that will be provided.
4. The price the Cities will pay for installation assistance and a description of the assistance.
5. The price the Cities will pay for consulting services to assist the Cities with implementation, data conversion, and other tasks required to successfully implement the public safety software.
6. Generally the Cities purchase computer hardware separately from software. However, we would be open to including any necessary servers and other hardware from the software vendor if the pricing is competitive.
7. The on-going costs of maintenance, upgrades, etc.
8. Any other costs not related to the above.
9. The payment schedule that the Cities are to follow.

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CITY OF KIRKLAND NON-COLLUSION AFFIDAVIT

The undersigned, being duly sworn, on oath deposes and says that the person, firm, association, co-partnership or corporation herein named has not either directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the Owner for consideration in the award of a contract on the improvements described as follows for the City of Kirkland:

Firm Name

Authorized Signature

Type Name

Title

Sworn to before me, this _____ day of _____, 19 _____.

Notary Public

in and for the State of _____

Residing at _____

My Commission Expires _____