



Request For Proposal

Public Safety Software Solution – Records Management Software (RMS)

Indian Shores Police Department

19305 Gulf Boulevard
Indian Shores, FL 33785

Direct all inquiries to:

Chief E. D. Williams
Phone: 727-595-4020
Fax: 727-596-0050
Email: ewilliams@myindianshores.com

Proposals must be received by:

1/29/2010 at 4:00 PM

1. Purpose of the Request for Proposal

This Request for Proposal (RFP) is issued to invite vendors to submit proposals for an application package that provides a way to manage the department's data needs. The agency is looking for a system that will centralize the capture, retrieval, and reporting of public safety data into an integrated system. Our primary goal is to acquire **a turn-key, off-the-shelf, browser-based solution** that will:

- Streamline, automate and improve immediate data sharing capabilities.
- Maintain security and privacy while allowing remote access to the data.
- Incorporate rich features into a robust, stable and easy to use application.

Proposals which include client-server, Java, or text-based solutions which utilize emulators or applets are not encouraged, but will be accepted. The vendor should provide a complete system solution including software, project planning, implementation services, conversion assistance, user training and support.

The remainder of this document provides additional information that will allow a vendor to understand the scope of the effort, and to develop a proposal in the desired format.

2. Background Information

The Indian Shores Police Department is comprised of 11 full time police officers, 4 part-time police officers, one police detective, a police captain, the police chief and 4 dispatchers. The police department serves a community of approximately 10,000 people on a barrier island approximately 1 square mile in size. The police department averages approximately 9,000 calls for service per year, resulting in approximately 3,000 reports per year. The Indian Shores Police Department currently uses Xpediter report writing software and is looking to upgrade functionality, reliability and performance.

3. Proposal Review and Selection

All documents submitted as part of a proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There will be no disclosure of any Vendor's information to a competing Vendor prior to the contract award. An evaluation team will judge proposals on a variety of criteria. The selected proposal(s) will provide the most cost-effective approach to meet the stated requirements. The lowest-priced proposal will not necessarily be selected.

We reserve the right to:

- Reject any or all proposals without obligation or liability to any potential Vendor.
- Require modifications to the initial proposals.
- Award on the basis of initial offers received, without negotiation or request for final offers.
- Make partial or multiple awards.

The following elements will be the primary considerations in evaluating all submitted proposals:

- The extent to which the Vendor's proposed solution meets the stated requirements
- An assessment of the Vendor's ability to deliver the indicated service
- The stability, experience, and performance record of the Vendor
- The overall cost of implementing and maintaining the proposed solution

Vendors may be selected to present on-site demonstrations. The agency shall not be liable for any costs incurred by the Vendor in preparing, submitting, or demonstrating a proposal. Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor capabilities and how they will satisfy the outlined requirements. The content of each Vendor's proposal shall remain valid for a minimum of 180 calendar days from the RFP due date.

4. Proposal Content and Format

The proposal shall be submitted in the format outlined in this section. We reserve the right to require additional information or materials after the proposals are submitted. Such information shall be provided at no cost to the agency. Failure to complete any portion of the request may result in the rejection of a proposal. An officer of the company who is authorized to contractually bind the company must sign the proposal.

A. Introduction

Title Page with Vendor information including official name, address, main telephone number, toll-free number, fax number, email address, website URL, and officer signature(s).

B. Executive Summary

Provide a general synopsis of the RFP response, highlighting the main features and benefits of your solution.

C. Vendor Background and Qualifications

1. Provide Vendor address and telephone numbers for the corporate headquarters, the office that will be handling the account, and the support office.
2. Specify the number of years the Vendor has been in the public sector software business.
3. Discuss your company's financial stability.
4. Describe the company's procedure for handling customer service issues, including average response times and support options.
5. Specify the number of clients using the RMS software.

D. Customer References

Provide at least four references of agencies with a similar size and scope that are currently using the software outlined in this RFP (include organization name, contact names, titles, addresses, telephone

numbers, and installation dates).

E. Technical Requirements

Please provide an overview of the technologies employed by your solution. This should include the minimum recommended hardware, software, database architecture, and security requirements.

F. Functional Requirements

The main requirements for the new system are outlined in appendix A titled "System Requirements." The department prefers a YES or NO response to the requested features in this document, based on the CURRENT RELEASE of the proposed solution. If the Vendor cannot provide a YES or NO, a detailed explanation of how the proposed solution will meet the feature requests may be provided in a separate attachment with the correlating section and question number.

G. Project Management Approach

1. Describe how the implementation proceeds from beginning to end, including a general timeline which includes installation, data conversion and training.
2. Explain the type of time commitment, skills, and tasks expected of our staff members for the entire life cycle of the project.
3. Discuss the percentage of work the vendor will be doing on-site versus a remote location. How many on-site visits from the Vendor are planned for this implementation? How does the Vendor plan to remotely support the system?

H. Cost Summary

All quotations will need to be provided in the following format and order:

1. Header section which includes Vendor name, address, phone number, and company authorized representative's name.
2. Itemized One Time Costs (including but not limited to Software Module Licenses, Peripheral Equipment, Third Party Products, Database Licenses, Installation, Data Conversion, and On-Site Training Fees)
3. Itemized Annual Recurring Costs (including but not limited to Equipment Maintenance, Software Maintenance and Support)
4. Total Cost of solution

5. Submittals

The Vendor shall furnish one signed paper copy and one electronic copy of the response to the following address:

Indian Shores Police Department
C/O Chief E. D. Williams
19305 Gulf Boulevard

RFP due on or before: 1/29/2010 at 4:00 PM.

Appendix A: System Requirements

Place a checkmark in the Yes, No, or Notes field for each requirement. Attach notes (indicating the system name and requirement number for each note) to the end of the proposal.

Records Management System Requirements

#	Requirement	Yes	No	Notes
1	Application is browser-based, compatible with Internet Explorer 8 and does not require the use of any client software, emulation software, Java components or similar tools?	☐	☐	
2	Programming language is C#?	☐	☐	
3	Application is built with ASP.NET?	☐	☐	
4	Back end database is Microsoft SQL Server 2008?	☐	☐	
5	Application validates IBR upfront as a report is written? Officer will see which fields are required for IBR based on incident type and will not be allowed to submit a report for approval until all required filed have been completed?	☐	☐	
6	Has the ability to easily create graphs and charts without the need for 3rd party software such as Crystal Reports?	☐	☐	
7	Can be accessed from any location securely with the use of Internet Explorer? VPN and Citrix connections are non-compliant.	☐	☐	
8	Ability to create and post briefings?	☐	☐	
9	Provides advanced searching capabilities which not only provides the ability to search on user-defined criteria but also allows you to filter, sort, and/or print each search result?	☐	☐	

10	Users can search by phone number, address, license plate number, VIN number, subject name, address or property description?	☐	☐	
11	As an alternative to a standard geobase, the RMS can be set up to provide a grid and sub-grid system for addressing and crime analysis?	☐	☐	
12	Ability to customize each incident or case report in order to suppress case sensitive witnesses, victims, juvenile, etc. data?	☐	☐	
13	Keeps historical information for each master name record without the need to merge name records and does not create duplicate name records?	☐	☐	
14	Keeps demographic information, height, weight, age range, etc. for each unknown suspect record to be used later for crime analysis purposes?	☐	☐	
15	The ability to do crime analysis searching? IE: User can search on everyone one is the system who has brown hair, blue eyes, is between 5'5" and 5'8", female, drives a red ford, and has been in involved in a domestic dispute in the last 30 days.	☐	☐	
16	Has a calendar tool for date look-up and entry?	☐	☐	
17	Allows the user to select each incident or case type by state statute or classification? IE: ability to select the classification assault, sub-class simple assault, or to select the same offense by the correlating state statute?	☐	☐	
18	When entering an arrest record the charges can be entered by selecting the statute or statute description?	☐	☐	
19	Ability to collect demographic, SMT's, aliases, gang name, descriptor, and a mug shot for each name record?	☐	☐	
20	Provides a quick link pop-up box next to each data entry coded field for code description look-up so user can select by code or by description of that code?	☐	☐	
21	Provides a drop-down box of involved people to select from when entering vehicle or property information?	☐	☐	
22	Narratives are searchable when utilizing an event search? IE: the ability to search on every event that happened between a defined time range in which the words bat, knife and car are contained within the report narrative?	☐	☐	

23	Ability to store any standard image such as crime scene or accident image to an incident or case report?	☐	☐	
24	Ability to attach scanned documents to an incident or case report?	☐	☐	
25	Ability to attach a digital movie file to an incident or case report?	☐	☐	
26	Ability for our agency to design custom forms (IE: agency specific DUI form) that can be populated by the RMS data? (Custom Forms Module)	☐	☐	
27	Has inherent case management tools (not a module)?	☐	☐	
28	Provides a full report approval process which includes the ability to track each assigned case, reports not submitted for approval, and incomplete reports for each user?	☐	☐	
29	Provides a breakdown for each user, upon login to the system, of the status of each report they are assigned and easily navigates to any of the reports listed?	☐	☐	
30	Ability to link citations to case reports?	☐	☐	
31	Ability to run full RMS real time in a cruiser with only a wireless connection and Internet Explorer?	☐	☐	
32	Ability to run a full report audit that tracks every change by user for each case report?	☐	☐	
33	Ability to add multiple violations for each citation?	☐	☐	
34	Ability to add, edit, or deactivate coded drop-down lists. IE: state statutes, city ordinances, users, classifications types, etc...	☐	☐	
35	Ability to place an agency-specific logo and demographic information for each incident or case report?	☐	☐	
36	Ability to define add, edit, delete, and print rights for each user and/or module?	☐	☐	
37	Ability to define different user security templates based on groups of users?	☐	☐	
38	Ability to interface with other public safety applications in an XML format utilizing web-services?	☐	☐	

39	Ability to create narrative templates?	☐	☐	
40	Ability to enter property/evidence into the system, check-out property and track its location at all times?	☐	☐	
41	Ability to print barcode property labels and track its location using the software?	☐	☐	
42	Software has spell check capabilities in the narrative section?	☐	☐	
43	Software vendor provides 24 hour technical support?	☐	☐	
44	Vendor can import existing Xpediter RMS software data with an Interbase database back end into the proposed system?	☐	☐	
45	Software tracks when users have accessed, edited and printed reports?	☐	☐	
46	Software allows the completion and printing of State of Florida crash report?	☐	☐	
47	Software is Justice XML compliant and uses National Information Exchange Model (NIEM) specifications and guidelines? See http://www.niem.gov/implementationguide.php	☐	☐	

Records Management System Modules

#	Module	Yes	No	Notes
1	Names	☐	☐	
2	Vehicle	☐	☐	
3	Property	☐	☐	
4	Involved	☐	☐	
5	Juvenile	☐	☐	

6	Arrest	☐	☐	
7	Citation	☐	☐	
8	FI	☐	☐	
9	Crime Analysis	☐	☐	
10	Graphs and Charts	☐	☐	
11	Officer Activity	☐	☐	
12	Custom Forms	☐	☐	
13	Evidence	☐	☐	
14	Messaging	☐	☐	
15	Case Management	☐	☐	
16	IBR	☐	☐	
17	Report Writing	☐	☐	
18	Report Creator	☐	☐	
19	Advanced Searches Engine	☐	☐	
20	Report Approval	☐	☐	
21	XML Interface Server	☐	☐	
22	UCR	☐	☐	

