

WALWORTH COUNTY SHERIFF'S DEPARTMENT



Request for Proposals

RECORDS MANAGEMENT SYSTEM

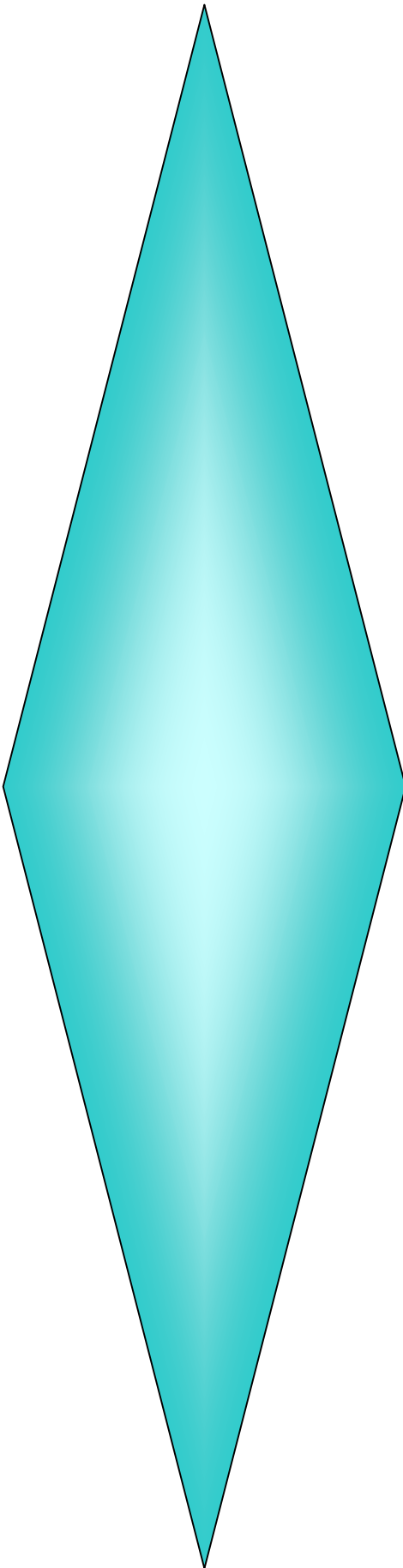


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1.0 INTRODUCTION

PROJECT OVERVIEW

The Walworth County WI Sheriff's Department (Department) has determined the need to obtain a new Records Management System (RMS). To assist the County with the completion of the Records Management System assessment, RW Management Group, Inc. (RW) was engaged to review the Department's records management operations, associated equipment, computer aided dispatch (CAD) system, mapping issues and working environment. RW was tasked with developing objective recommendations regarding future equipment and systems needs. The recommendations were to consider all related factors, including projected community growth, staffing, current level of service provided, policies, and feasible current and state-of-the-art records management technologies.

The project scope was further defined to require RW assist the County with the design, specification, evaluation of proposals and general oversight and coordination of the installation of a Records Management System upgrade.

CURRENT RECORDS MANAGEMENT SYSTEM OVERVIEW

The Walworth County Sheriff's Department presently utilizes an in-house RPG-based RMS software program that is approximately 15 years old. The County's RMS system operates on an IBM AS400 platform.

The county program is managed by county's information systems department and had also been utilized by the district attorney's and clerk of courts offices. This recently changed as the clerk of courts moved to the State Consolidated Court Automation Programs (CCAP). The district attorney's office also changed RMS and utilizes the "Protect" software, which is part of the CCAP program.

Several significant issues regarding the current RMS have been identified such as the Sheriff's Department Detective Division does not have computer access to incident reports. The current RMS is not interfaced with the CAD or mobile data systems. When the RMS was put in place, no written documentation was prepared which outlined the parameters or specifications of the system. For example, the RMS does not have specific written instructions for entering information into the system such as on the input data elements.

The in-house RMS process for "master name index" brings up names, but does not show addresses. Dispatchers are often asked to check on a common name and have to pull up individual screens for each similar name to look for address. The county RMS has a complicated query system. Most choices in the RMS menu provides a basic listing of available data without the ability to sort, select or print specific information.

All WCSO department divisions have daily needs for information from other law enforcement agencies in the county. There is no connection between any of the RMS systems of individual agencies within the county, which makes tracking of certain activities and people difficult. There are no records sharing capabilities between the nineteen (19) law enforcement agencies in the County.

WORKING ENVIRONMENT

A Sheriff Department Captain supervises the records management division. Additionally, there is shift supervision by a civilian manager. The work area for the current records management staff appears to be adequate. Each staff person has a dedicated desk and short-term records storage. The records management staff were regarded as professional and conscientious in performing their assigned duties.

OVERVIEW OF THE CURRENT COUNTY DEMOGRAPHICS AND ENVIRONMENT

Walworth County is located in Southeastern Wisconsin and is one of the oldest counties in the state. The County encompasses 576 square miles and is a perfect square in shape. The area is served by Interstate 43, which crosses through the middle of the County as well as several state highways. There was a total of 1,487 linear miles of public streets and highways in Walworth County in 2005. Of this total, 193 miles consisted of State trunk highways, 200 miles consisted of County trunk highways, and 1,094 miles consisted of local streets and highways.

The population of Walworth County, at the 2000 census, was listed at 93,759 and had a 25% increase from the 1990 census. Since 2000, the County population is estimated to have increased by an additional 7,700 persons, or 8 percent, to a 99,800 persons in 2006. The number of households in Walworth County increased from about 18,500 in 1970 to 24,800 in 1980, 27,600 in 1990, and 34,500 in 2000— representing an overall increase of 16,000 households, or 86 percent, over 30 years. Since 2000, it is estimated that the number of households in Walworth County has increased by an additional 4,700 households, or 14 percent, to 39,200 households in 2006.

Walworth County has a growing, diverse economic base. While agriculture remains an important component of the economic base, the County has seen significant growth in manufacturing and commercial activity and continued growth in tourism. Historically, employment opportunities, or jobs, in the County have increased faster than in the Southeastern Wisconsin Region and the State. In addition to its resident labor force, Walworth County is bordered by the urbanizing Counties of Kenosha, Racine, and Waukesha in Southeastern Wisconsin and the rapidly growing northeastern Illinois area, each with an expanding labor force. The local economy is diverse with substantial summer time tourist traffic. There are 24 lakes, the largest being Geneva Lake, which is 9 miles long and from one to three miles wide. The county is reported to be the third fastest growing county in the state.

Twenty nine percent of the labor force of Walworth County is employed in management and professional occupations; 24 percent in sales and office occupations; 21 percent in production, transportation, and material moving occupations; 16 percent in service occupations; 10 percent in construction, extraction, and maintenance occupations; and 1 percent in farming, forestry, and fishing occupations.

There are four cities, sixteen towns and eight villages within the county. Urban development in Walworth County remains concentrated in and around the County's incorporated cities and villages and lake communities, although there are some scattered isolated urban enclaves. Large tracts of agricultural and other open space lands remain intact, relatively free of the impacts of urban development. The City of Elkhorn serves as the county seat.

Walworth County has a supervisor form of municipal government. As the County continues to grow many more changes are expected to occur which could create opportunities and challenges for the Sheriff's Department.

PROJECT INTENT

The Walworth County Sheriff's Department is seeking to replace its Public Safety Records Management System and is currently looking for potential vendors, or vendor partnerships, which can provide a turnkey system that includes necessary LE business functions and all associated interfaces.

The RMS will be a centralized product that meets current agency needs and potentially could be utilized in a multi-agency environment. Options for proposing less than a complete system or partnering with multiple vendors will be considered.

Proposals are being sought through this RFP for acquisition of:

- Records Management System software
- If necessary, computer hardware / file servers based on program requirements
- System integration services

LAW ENFORCEMENT BUSINESS FUNCTIONS

In order to fully support all of the law enforcement (LE) activities of the Walworth County Sheriff's Department, a new RMS must be capable of meeting current and anticipated work functions. Future RMS components must support the following LE business functions:

- Calls for service
- Incident reporting
- Investigative case management
- Traffic accident reporting
- Citations
- Field contact
- Civil process
- Orders and restraints
- Jail Management
- Permits and licenses
- Equipment and asset management
- Fleet management
- Personnel
- Internal affairs
- Analytical support (crime analysis)

Additionally, the future RMS must have administrative support functions that will allow the department to accommodate future needs by maintaining and adjusting RMS functionality. The administrative activities should be controllable by trained WCSD staff. Support functions to be addressed in RFP responses include:

- Master indices
- Interfaces
- RMS administration
- RMS reports (general)

Project elements that the County will require proposals to include:

- Application software
- Software implementation
- Computer hardware and setup
- System interfaces
- Workstation setup
- Software and hardware maintenance
- Project management
- Comprehensive training

RFP OUTLINE

- Chapter 2 – General Instructions: This section contains instructions and guidelines on how to submit a proposal and what needs to be included in the contents and format. The evaluation process and criteria that will be utilized in the review of the proposals is also described in this section.
- Chapter 3 – Technical Requirements: This section provides Walworth County background information, objectives and specific overall functional and technical requirements for the Records Management System software.
- Exhibit A – Insurance Requirements
- Exhibit B – W-9 Form Requirements
- Exhibit C – RMS Functional Requirements Checklist: This section provides an itemized list of significant functionality requirements and specifications for the RMS portion of the project.
- Exhibit D – Approaches Questionnaire: This is the vendor's opportunity to explain their understanding of the Walworth County project and issues.
- Exhibit E – Technical Requirements and Checklist. This section includes the IT technical requirements for Walworth County.
- Exhibit F – Corporate and Reference Information. This section is designed to provide Walworth County with a common basis for evaluation of the vendor responses.
- Exhibit G – Price/Cost Breakdown.

2.0 GENERAL INSTRUCTIONS

SUBMISSION OF PROPOSALS

Proposals for the Walworth County Sheriff's Department Records Management System software and associated services are invited and will be accepted by the Walworth County Purchasing Department, W4097 County Road NN, Elkhorn, WI 53121, until 2:00 p.m., Tuesday, March 11, 2008.

On Tuesday, March 11th, shortly after 2:00 p.m., all proposals will be opened and recorded in the Walworth County Public Works Conference Room located at the Walworth County Public Works Building, W4097 County Road NN, Elkhorn, WI 53121.

Invitation for sealed proposals may be obtained from Mr. Nick Cramer, Buyer, Purchasing Department, W4097 County Road NN, Elkhorn, WI 53121 from 7:00 a.m. to 3:30 p.m., Monday through Friday, except legal holidays. Specific questions are to be directed only to the Walworth County Purchasing Department, in writing, via e-mail or facsimile (no telephone or verbal questions will be accepted).

Proposal Contact

Nick Cramer, Buyer
Walworth County Public Works-Purchasing Division
W4097 County Road NN
Elkhorn, WI 53121
e-mail: ncramer@co.walworth.wi.us
Phone: (262) 741-7265
Fax: (262) 741-7263

Walworth County reserves the right to accept or reject any or all proposals, in whole or in part, received in response to this invitation, to waive or permit cure of minor irregularities, and to conduct discussions with all qualified vendors in any manner necessary to serve the best interest of Walworth County. Walworth County also reserves the right, in its sole discretion, to award a contract based upon the written proposals received without prior discussion or negotiation with respect to those proposals.

All suppliers, by submission of their respective proposals, agree to abide by the rules, regulations and procedures of Walworth County. Walworth County reserves the right to cancel any order or contract for failure of the successful bidder to comply with the terms, conditions and specifications of the proposal request and/or contract.

All proposals shall be sealed, the outer packaging labeled "**Records Management System**", and the Price Proposal in a separate sealed envelope marked "**Records Management System Price Proposal**". Vendors must submit ten (10) copies and two (2) complete electronic copies (CD-ROM with MS Word, Excel, Visio files only). Proposal will be addressed to Walworth County Purchasing, W4097 County Road NN, Elkhorn, WI 53121. Proposals must be received by the deadline of Tuesday March 11th, 2008 at 2:00 p.m. after which, proposals will not be accepted. Late responses will not be accepted and will be returned unopened and will not be considered. **Proposals may NOT be transmitted by fax machine.**

- Walworth County is a tax-exempt municipality under Wisc. Stat. 77.54(9a).
- All proposals submitted will be binding for (12) twelve months unless bidder(s), upon request of the County, agree to an extension.

Supplier agrees not to discriminate against any employee or applicant for employment to be employed in the performance of this Agreement, with respect to hire tenure, terms, conditions or privileges of employment, or a matter directly, or indirectly related to employment, because of age (except where based on a bona fide occupational qualification) or race, color, religion, national origin, or ancestry. At the commencement of the project, contractors shall submit to Walworth County a certificate and letter indicating that Federal and State Employment Laws shall be complied with.

The County recognizes that all manufacturers' product specifications are different. All potential suppliers are requested to propose their model of Record Management System software and services that most closely matches the specifications as described herein.

SCHEDULE OF EVENTS

It is intended that the following dates will govern the procurement:

<i>EVENT</i>	<i>SCHEDULED DATE</i>	<i>TIME</i>
Release of RFP	January 24, 2008 (Thursday)	
Optional Pre-Proposal Meeting (Registration is <u>required</u> to attend this Pre-Proposal Conference, call Nick Cramer at 262-741-7265)	February 12, 2008 (Tuesday) To be held at the Sheriff's Office Training Room, Law Enforcement Center, 1770 County Road NN, Elkhorn, WI 53121	10:00 A.M.
Questions due in writing by:	February 12, 2008 (Tuesday)	3:30 P.M.
Letter of Intent Submission	February 15, 2008 (Friday)	3:30 P.M.
Proposals Due	March 11, 2008 (Tuesday)	2:00 P.M.
Vendor Software Presentations	April, 2008	
Reference Checks/Visits	April / May, 2008	
Discovery	April / May, 2008	
Contract Negotiations	May / June, 2008	
Contract Award	Upon Award	
Implementation Begins	June / July 2008	

OVERVIEW OF REQUEST FOR PROPOSAL

Walworth County is interested in contracting with a supplier to provide Law Enforcement Records Management System software and services.

It is the intent of this specification to describe the minimum requirements for LE Records Management System software and services for Walworth County. All items, details of construction, services or features not specifically mentioned which are regularly furnished in order to provide the services described herein shall be furnished at the proposed price and shall conform in strength, quality and workmanship to that usually provided by the practice.

Non-Appropriation Clause:

Walworth County reserves the right to cancel any agreement that may result from this Request for Proposal, with no penalty, if the Walworth County Board of supervisors fails to appropriate funds for this contract.

INSURANCE REQUIREMENTS

See Exhibit "A".

PROPOSAL

Potential suppliers must complete by responding to all requests for pricing and information, sign and return the attached proposal. Walworth County will not reimburse the cost of preparing a response to this RFP. Exhibits A-E must be completely filled out and returned in order as the first part of your proposal. Exhibit F (Price Proposal) must be returned in a separate sealed envelope marked **"Records Management System Price Proposal"**.

Supplier will be required to sign a standard Walworth County Contractor Agreement.

PRE-PROPOSAL MEETING

An optional pre-proposal meeting will take place February 12, 2008, at 10:00 a.m. at the Walworth County Sheriff's Office. The Sheriff's Office is located at 1770 County Rd. NN, Elkhorn, Wisconsin. Questions will be discussed at this meeting and minutes will be taken. No additional questions will be responded to after the completion of this meeting.

LETTER OF INTENTION TO PROPOSE

Proposers are requested to provide a letter of intent to propose, by February 15, 2008.

VENDOR DEMONSTRATIONS

Based on Walworth County's initial evaluation of the proposals received, Walworth County reserves the right to request an oral presentation and demonstration by the supplier. Suppliers should be prepared to discuss all aspects of their proposals in detail. More than one (1) presentation may be required.

It is anticipated that these demonstrations will take place during **April, 2008**. Date and time of presentation will be mutually agreed upon. Walworth County reserves the right to request additional written follow-up information confirming statements made in the oral presentation.

The County will allow as much as two days for each vendor demonstration. The County will supply a preliminary time schedule of the demonstration. The schedule will require the vendor to provide demonstrations in compliance with all of the functional requirements listed in this proposal. All costs associated with such product demonstrations will be the sole responsibility of the vendor.

The demonstration of software must include, but is not limited to, the following elements:

- > Vendor introduction and background.
- > Explanation and demonstration of how users navigate through the system, and system security.
- > Explanation of system design concepts and architecture including system tables and integration of these tables into the individual sub-systems.
- > Demonstration of vendor's response to functional specification modules
- > Demonstration of "Search" or "Inquiry" capabilities to illustrate above concepts and to demonstrate other types of data retrieval functions available to the users.
- > Using the RMS to demonstrate interface with existing systems.
- > Explanation of interface using current WI TIME, CCAP systems.
- > Evidence tracking, retrieval and sale.
- > Demonstration of citation tracking.
- > Explanation of mobile client and capabilities.
- > Explanation of Computer Aided Dispatch (CAD) interface to RMS.
- > Demonstrate access to ESRI ArcGIS mapping functions.
- > Demonstrate printing functions and reporting capabilities on paper.
- > Demonstration of user- modified customization to screens, reports and defined fields.
- > Demonstration of centralized name and personal information storage.
- > Demonstrations of incident reports.
- > Demonstrations of export features, picture captures and property evidence functions.

Software demonstrations and implementation firm interviews are an integral part of the selection process. Firms that cannot demonstrate their software during the dates prescribed by the County will be eliminated and other participants advanced. Timetables and scripts will be distributed to firms that have been short-listed for software demonstrations approximately two weeks in advance of the demonstrations.

QUALIFIED SUPPLIER

A qualified supplier must:

- A. Be continuously and regularly engaged in providing the goods and services described.
- B. Have support capabilities that enable quick response to potential equipment/software problems at the Walworth County Law Enforcement Center in Elkhorn, Wisconsin.
- C. Meet the requirements as set forth in this Request for Proposal.

MULTIPLE PROPOSALS

Vendors may submit multiple proposals for the requirements of this RFP. However, each proposal must stand-alone, comply with all instructions in this document and not be dependent on the acceptance of any other proposal. Each proposal must be clearly marked Proposal #1, Proposal #2, etc., on the cover page.

BEST AND FINAL OFFERS

Walworth County may, at its sole option, either accept a Vendors initial proposal by award of a contract or enter into discussions with Vendors whose proposals are deemed to reasonably susceptible of being considered for award. After discussions are concluded a Vendor may be allowed to submit a "Best and Final Offer" for consideration.

CONTRACTUAL ISSUES

Inclusion of RFP and Vendor Response in Final Contract

The vendor must be willing to make the RFP and the terms of their proposal part of the final contract with Walworth County.

Source Code

The vendor will provide source code to Walworth County. This will include any updates or changes to the code while Walworth County is utilizing the software.

Warranty of Work and Software License

Walworth County expects that the vendor will warrant that the work will be conducted with the usual diligence of the profession. Software performance, title and compatibility shall be warranted.

System Users

Walworth County is interested in significant flexibility with regard to the number of system users within their operations and expects the license agreement(s) to support their desire. Included should be the County's ability to copy documentation for internal use.

Payment Schedule

Payments should be based on an agreed upon, clearly defined schedule of milestones.

Software Maintenance Agreement

Walworth County expects to enter into a software maintenance agreement.

VENDOR PROPOSAL FORMAT

The vendor shall provide completed forms and schedules and other information as required in the RFP. To assist RW and Walworth County, in the evaluation of the proposals, vendors are instructed to submit their responses in three ring binder format to allow for the separate examination of the various sections of the vendor's response. Proposals are to be numbered using similar sections and page numbering schemes as used in this RFP. Exhibits A-E are to be completely filled out and returned as the first sections of your proposal.

A cover letter is to be submitted on your letterhead signed by the responsible official in your organization, certifying the accuracy of all information in your proposal, and certifying that your proposal will remain valid for 12 (twelve) months from the date you submit it. It should also include the names of the individuals within the company to contact for technical, pricing, and contractual questions.

EVALUATION PROCESS

RW and Walworth County will participate in the review of the vendor responses. The following criteria, listed in no particular order of importance, will be used to evaluate the proposals:

- Company background
- Responsiveness to the RFP
- Software design and functionality
- Financial data and vendor viability
- Client references
- Sub-Contractor utilization and information
- Quality and capability of customer training and support
- Delivery and installation schedules
- Initial and on-going system costs
- Completeness of proposal
- Integration capabilities
- Vendor's acceptance of Walworth County's contract requirements
- On-going development strategies

Proposals will be evaluated against the specifications presented in each section of the RFP. A proposal may or may not be eliminated from consideration for failure to comply with one or more of the requirements, depending on the critical nature of the requirements.

Evaluation Point Summary

The proposal evaluation criteria should be viewed as standards that measure how well a Vendor's approach meets the desired requirements and needs of the County. Those criteria that will be used and considered in evaluation for award will include:

Specifications:	Maximum Points:
Functional Specifications	275
Technical Specifications	100
Implementation Plans	50
Training Plan	25
Maintenance and Support Program	25
Total Cost	300
References	50
Corporate Experience	25
Key Personnel Experience	50
Presentation/Demonstration *	100
TOTAL	1,000

* Only Vendor finalists will receive points for an oral presentation and demonstration.

The award of a contract pursuant to this RFP will be made to that responsive and responsible vendor(s) whose proposal is determined to have the greatest overall benefit to Walworth County for the life of the system.

Evaluation Specifications

Technical Specifications

The proposers' capabilities to match Walworth County's objectives and specific overall technical requirements for the Records Management System software and services will be evaluated.

- o General application requirements
- o Database
- o Network
- o Security / Administration
- o Server software
- o Backup
- o Interfaceability
- o Implementation Requirements
- o Support

Functional Specifications

The proposers' capabilities to match Walworth County's objectives and specific overall functional requirements for the Records Management System software and services will be evaluated.

- o Calls for service
- o Incident reporting
- o Investigative case management
- o Traffic accident reporting
- o Citations
- o Field contact

- o Civil process
- o Orders and restraints
- o Jail Management
- o Permits and licenses
- o Equipment and asset management
- o Fleet management
- o Personnel
- o Internal affairs
- o Analytical support (crime analysis)
- o Master indices
- o Interfaces
- o RMS administration
- o RMS reports (general)

Implementation Plans

The proposer must provide a detailed plan for implementing the proposed system. This information **MUST** include:

- o Detailed methodology for implementing application software. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
- o Detailed strategy for data conversion. Indicate the automated tools or programs, which may be used to convert data as well as the assumed or estimated breakdown of effort between the implementing consultant and the County's staff.
- o Detailed methodology for implementing third-party software. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
- o Project organization chart showing County and Vendor staff.
- o Work effort estimates. A "staff loading" chart listing resource utilization by each month should also be submitted on the form provided in the Attachments to this RFP. The County reserves the right to alter work effort estimates after further discussion with the Vendor.
- o Names, titles, resumes, and references of implementers likely to be assigned to this project.

Training Plan

The proposer must provide a detailed plan for training. This information **MUST** include:

- o Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end-users, and technology personnel.
- o The role and responsibility of the software and/or implementation Vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to County end-users).
- o The role and responsibility of County staff in the design and implementation of the training plan.
- o The knowledge transfer strategy proposed by the software and/or implementation Vendor to prepare County staff to maintain the system after it is placed into production.

- o Descriptions of Classes/Courses proposed in the training plan. (The proposer should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.) The proposer must be very clear about exactly what training courses are included in the cost of the proposal.

Maintenance and Support Program

The proposal must specify the nature of any post-implementation and on-going support provided by the Vendor including:

- o Post-implementation support (e.g., number of months of on-site support after go-live).
- o Telephone support (e.g., include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).
- o Special plans defining "levels" of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed.
- o Response time for and definition of various types (levels of severity) of problems reported to the support network (e.g., critical issue response time).
- o Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module.
- o Availability of user groups and their geographic areas.
- o Problem reporting and resolution procedures.
- o Bug fixes and patches.
- o Support provided for third-party solutions.
- o Other support (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base).
- o If there is to be a separate maintenance contract, Vendor should attach form of such contract, if any.

Total Cost

The proposers' costs for software licensing fees, professional services, training, expenses and hardware will be evaluated.

References

The proposers' business contacts, prior clients and other references will be evaluated.

Corporate Experience

The proposers' ability to perform necessary services with Walworth County, based on their prior work activity will be evaluated.

- o How long the company has been in the LE RMS business
- o Company's size and structure
- o Company's history of selling the particular software to clients similar to Walworth County
- o Evaluation of recent proposers' audited financial statements
- o Any other material, support letters, client endorsements
- o If appropriate, length and details for any partnerships proposed by vendor

Key Personnel Experience

The resumes, work experience, skills and knowledge of the proposers' key personnel will be evaluated.

- o Project lead
- o Implementation staff
- o Training staff
- o Technical support
- o Application support
- o Account manager
- o Third party vendors

Presentation/Demonstration

The proposers' demonstrations will be evaluated.

- o Reviewed and demonstrated all functional requirements
- o Ease of use
- o Ability to perform requested transactions
- o Application knowledge of presenters
- o Technical knowledge of presenters
- o Effectiveness of presentation materials

3.0 TECHNICAL REQUIREMENTS

INTRODUCTION

This section provides the Walworth County background information, objectives and specific overall functional and technical requirements for the Records Management System software and services.

WALWORTH COUNTY OVERALL SYSTEM DESCRIPTION

The Walworth County Sheriff's Department utilizes a RPG-based countywide in-house RMS software program that is over 15 years old. The county system operates on an IBM AS400 platform. The current system is not interfaced with the CAD or mobile data systems.

The county program is managed by the county's information systems department. It had been utilized by the District Attorney's and Clerk of Courts offices. However, this changed as the Clerk of Courts moved to the state Consolidated Court Automation Program (CCAP). The District Attorney's office also utilizes the "Protect" software, which is part of the CCAP program.

WORKSTATION HARDWARE

Personal computers are available at all Sheriff's Department records management clerical workstations. Records management section PCs meet county-wide standards for information technology equipment (outlined below).

The county's current enterprise applications have primarily been developed in-house and are based on customized mainframe programs. Data is stored on DB2 (AS400), Microsoft SQL (GIS), and Oracle database formats. End-users access the data through a Microsoft network via a variety of platforms that include various versions of Windows. All departments are connected to the County network via high-speed access (high-speed 10/100 Ethernet networks). VPN access is provided on a very limited basis.

The following table summarizes the County's current Information Systems standards:

Standard / Guideline	Objectives / Characteristics
Host Computer Hardware	◊ IBM midrange computer, System i5 ◊ IBM-compatible, PC-based server platforms
Host Computer Operating Systems Software	◊ IBM OS/400 ◊ Microsoft 2000/2003
Client Workstation	◊ IBM-compatible PC with MS Windows-based operating system. ◊ Antivirus: Norton Symantec v10 ◊ Browser: IE v 6/7 ◊ PDF: Adobe Acrobat Reader v8 ◊ Email: Lotus Notes v 7.0.2 ◊ Microsoft Office 2000 (inc. word processing, spreadsheet processing and business presentation graphics) ◊ AS/400 connectivity software ◊ Network communications / utility software for internal and external connectivity
Database Management	◊ Leverage AS/400 DBMS capabilities for core application processing ◊ PC-based DBMS for specific applications including SQL/MS Access
Network Operating System / Connectivity	◊ TCP/IP compliant ◊ Leverage and expand Microsoft OS investment ◊ Leverage and expand Domino/Lotus Notes investment ◊ Limit the addition of new network operating systems (i.e., Novell)
Document Transfer (EDI)	◊ Compliance with X12 ANSI standards
Information Repositories & Access Tools	◊ MS-SQLServer (DBMS) and Crystal Info/Crystal Reports and MS-Query for information access will be utilized initially to deliver customer/business specific solutions

Product Standards	
Product List	
Desktop Hardware	IBM ThinkCentre M50 8189 P4 3 GHz Tower w/ CDRW/DVD Combo, 512MB Memory and 80GB HDD;17" CRT Monitor, wired Ethernet 10/100MB running TCP/IP
Laptop Hardware	IBM ThinkPad R51 2895 - Pentium M 1.5 GHz - 14.1" TFT floppy 24x (CD) / 8x (DVD) 512 MB RAM, 30 GB HD, wired Ethernet 10/100MB running TCP/IP
Desktop/Laptop Warranty	4 years
Server Hardware	Dell Poweredge
Desktop OS	Windows XP
Server Operating System	Windows 2000/2003
Windows Security authentication	Active Directory Compliant
Network Operating System	Cisco IOS
Network Switches	Cisco
Desktop Database	Microsoft Access 2000
Centralized Databases	Microsoft SQL 2000
Email	Lotus Notes/Domino 6.5
Virus Scanning Software	Symantec Anti Virus/Spam Sentinel
Internet Browser	IE 6.xx
Remote Access	Cisco VPN
SAN Storage	EMC
Imaging Software	IMS 21
Firewall	Cisco PIX
Web Server	Lotus Domino
PDA	Palm

COMPUTER AIDED DISPATCH (CAD) SYSTEM

Walworth County will be upgrading to IPC(Positron) IQ/CAD platform for CAD. The CAD handles Sheriff, Police, Fire and EMS transactions. The county has interfaces to IQ/Mobile. Radio system is also interfaced with a TDM-150 also from IPC. The 9-1-1 system is IPC, Genesis 911, and is interfaced directly to the CAD.

Transaction Quantities

The county CAD, for the time period November 1st, 2006 to October 31st, 2007, had 22,490 9-1-1 calls with 22% of the calls received on four landline circuits with and 68% of the calls on three wireless circuits. This includes all 9-1-1 calls received, even the cell phone "accidental type calls".

In 2005, there were 42,788 AS-400 log entries. For 2006, the AS-400 had 44,845 log entries.

The CAD Incident number is generated every time an action is taken on the CAD. Putting an officer out at lunch generates an incident number within the CAD, but would not be put into the AS400 log.

RECORDS MANAGEMENT SYSTEM (RMS)

All divisions have daily needs for information from other law enforcement agencies in the county. There is no connection between any of the RMS systems of individual agencies within the county, which makes tracking of certain activities and people difficult. There are no records sharing capabilities between the 19 law enforcement agencies in the County.

MOBILE DATA SYSTEM

The County mobile data system currently operates on Aether Packet Cluster software on a UHF 450 MHz infrastructure. The County system will be switched to IPC(Positron) IQ Mobile by the time the RMS vendor is selected. The radio system appears to have adequate coverage, with the exception of the SE and NW corners of the county. This system operates off of one (1) tower site in the City of Elkhorn.

The Walworth County Sheriff's Department patrol division, as well as the departments of East Troy Township, East Troy Village, Bloomfield Township, Genoa City Village, Linn Township, Geneva Township, and Fontana Village are on the MDC system.

There are approximately 25 MDC units in service at this time. The current MDC system is not interfaced with the RMS systems and is not being utilized by the officers to access the TIME system.

The in-car units are Panasonic ruggedized CF-27 mobile data computers, UHF radios and modems.

GEOGRAPHIC INFORMATION SYSTEM

The County GIS system is an ESRI based system, utilizing a Microsoft SQL server database. The County Land Information Division developed the street center line/address layer for the system. The County GIS has numbered parcels, but they are not linked to other data.

PRIMARY INTERFACES

The county in-house system is linked by rented fiber to the Law Enforcement Center. The current system does not interface well with printers, check machine and the Identix Photo ID systems in the jail.

There is a lack of electronic information sharing between all emergency agencies within the county. The county also borders the State of Illinois to the south and often needs registration and license information from Illinois.

The interface section of the functionality checklist in the RMS RFP must correctly identify the required interfaces and the RMSs' ability to transmit data. These interfaces (and the type of data transactions) should include:

- CAD (IPC)
 - o Bi-directional data transfer
 - Event information from CAD
 - Master history info to CAD
- AFIS / Mugshots (ImageNet / ID Network)
 - o Uni-directional data transfer
 - RMS demographic data to AFIS / Mugshot
 - o Link in RMS to call for AFIS / Mugshot data
- Financial (MUNIS)
 - o Uni-directional data transfer
 - RMS receipt / payment data to MUNIS
- Human Resource (MUNIS)
 - o Uni-directional data transfer
 - RMS employee information data to MUNIS
- CCAP (WI State)
 - o Link in RMS to state system
- TIME (WI State)
 - o Link in RMS to state system
- Jail Discipline (Lotus Notes)
- Commissary (Cobra - Swanson)
 - o Uni-directional data transfer
 - RMS demographic data to COBRA
- Jail Security (Guardian)
 - o Uni-directional data transfer
 - RMS demographic data to Guardian
- SODR – Drug Unit
- County systems (PROTECT, Marriage, Birth, Property, Tax, etc)
 - o Link in RMS to state system
- Work orders (Lotus Notes)
 - o Link in RMS to state system
- WIJIS (WI State)
 - o Link in RMS to state system

- TRACS (WCSD / WI State)
 - o Link in RMS to state system

LAW ENFORCEMENT BUSINESS FUNCTIONS

In order to fully support all of the law enforcement (LE) activities of the Walworth County Sheriff's Department, the new RMS must be capable of meeting current and anticipated work functions. The next records management components must support the following LE business functions:

- Calls for service
- Incident reporting
- Investigative case management
- Traffic accident reporting
- Citations
- Field contact
- Civil process
- Orders and restraints
- Jail Management
- Permits and licenses
- Equipment and asset management
- Fleet management
- Personnel
- Internal affairs
- Analytical support (crime analysis)

Additionally, the future RMS must have administrative support functions that will allow the department to accommodate future needs by maintain and adjusting RMS functionality. The administrative activities should be controllable by trained WCSD staff.

Support functions to be addressed in RFP responses:

- Master indices
- Interfaces
- RMS administration
- RMS reports (general)

**4.0 EXHIBIT A
INSURANCE REQUIREMENTS**

- I. Supplier shall furnish County with Certificate of Insurance indicating proof of the following insurance from companies licensed in the State:
- A. **Workers Compensation and Employers' Liability** - Worker's Compensation statutory - in compliance with the Compensation law of the State and Employers' Liability insurance with a limit not less than \$100,000 each accident.
- B. **Comprehensive or Commercial General Liability** with a minimum limit of \$1,000,000 per occurrence, \$1,000,000 if aggregate Combined Single Limit for Bodily Injury and Property Damage Liability. This insurance shall include, but is not limited to, the following coverage:
1. Premises - Operations
 2. Products and Completed Operations
 3. Broad Form Property Damage
 4. Contractual

Personal Injury

If excavating, underground or collapse is involved the limits of liability stated above shall be changed to \$2,000,000.

If Asbestos is involved, the limits of liability stated above shall be changed to \$5,000,000.

- C. **Professional Liability** with a minimum limit of \$1,000,000 for Injury/ \$1,000,000 aggregate.
- D. **Automobile Liability** with a minimum limit of \$1,000,000 per occurrence/\$1,000,000 aggregate Combined Single Limit for Bodily Injury and Property Damage Liability. This insurance shall include coverage for all of the following:
1. Owned Automobiles
 2. Hired Automobiles
 3. Non-Owned Automobiles
- II. The certificate shall list the **Certificate Holder and address as follows:** Walworth County, Attn: Walworth County Purchasing, Department of Public Works, W4097 County Road NN, Elkhorn, Wisconsin 53121.
- III. Such insurance shall include under the **General Liability and Automobile Liability Policies** Walworth County, its employees, elected officials, representatives, and members of its boards and/or commissions as **"Additional Insureds."**
- IV. Such insurance shall include a **thirty (30) day notice to the County prior to cancellation or material policy change.** The notice shall be given to Walworth County Purchasing, Department of Public Works, W4097 County Road NN, Elkhorn, Wisconsin 53121. **NOTE: Standard Cancellation Clause on a Certificate of Insurance is not acceptable.**
- V. Supplier shall require sub supplier; if applicable, to furnish identical Certificates of Insurance to Walworth County prior to contract taking effect.

Exhibit B

W-9 Form Requirements

5.0 EXHIBIT B

Substitute W-9		REQUEST FOR TAXPAYER		Walworth County	
PRINT OR TYPE		IDENTIFICATION NUMBER (TIN) & CERTIFICATION		DO NOT send to IRS	
Please see instructions.					
LEGAL NAME (As entered with IRS) If Sole Proprietorship enter your Last, First, MI as exactly stated on your SS card.		ENTITY DESIGNATION (Check ONE Only) ☐ INDIVIDUAL / SOLE PROPRIETOR ☐ CORPORATION ☐ LIMITED LIABILITY COMPANY ☐ GOVERNMENT ENTITY ☐ TAX EXEMPT OR GOVT-OWNED HOSPITAL ☐ TAX EXEMPT OF GOVT-OWNED LONG-TERM CARE FACILITY ☐ ALL OTHER ENTITIES			
TRADE NAME If doing business as (D/B/A) or business name of Sole Proprietorship					
PRIMARY ADDRESS (For return of 1099 Form) PO Box or number and street City, State, Zip + 4					
ORDER ADDRESS (Where order should be sent if different from primary) PO Box or number and street City, State, Zip + 4		TAXPAYER IDENTIFICATION NUMBER (Please include hyphens) If you are a sole proprietor and you have an EIN, you may enter either you SSN or EIN. However, using your EIN may result in notices to the requestor. CHECK ONLY ONE ☐ Social Security Number (SSN) _____ ☐ Employer Identification Number (EIN) _____ ☐ Individual Taxpayer Identification Number for U.S. Resident Aliens (ITIN)			
REMIT ADDRESS (Where check should be sent if different from primary) PO Box or number and street City, State, Zip + 4					
Type of Service Provided (legal, repairs, consulting, etc.)					
CERTIFICATION Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number, AND 2. I am not subject withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.				IF YOU HAVE QUESTIONS: Contact: Valerie Golly Walworth County Finance Dept. Phone Number: 262-741-4935 Fax Number: 262-741-4384	
Printed Name _____				FOR AGENCY USE ONLY Vendor ID 1099 YES NO Vendor YES NO	
Signature _____		Phone _____			
Title _____		Date _____			

Walworth County Proposal Form
Chapter 6.0
Request for Proposal
Records Management System

To: Walworth County Purchasing
Walworth County Department of Public Works
W4097 County Road NN
Elkhorn, Wisconsin

Vendor's Name and Business Address:

Contact Name: _____

Business Telephone Number: _____

Date: _____

Proposal for: Records Management System

We, the undersigned, having been familiarized with the conditions and requirements as contained herein and after fully researching the scope of the work required propose to provide pricing for the Records Management System as listed attached. These prices are firm, and include all costs of equipment, materials, supplies, transportation and labor to ensure satisfactory services are included as specified. The undersigned affirms that they are duly authorized to execute a contract, that this Proposal has not been prepared in collusion with any other proposer, and that the contents of this proposal have not been communicated to any other proposer prior to the official opening of this Proposal.

1. **Acknowledgement of Insurance Requirements (Exhibit A):** _____(initials)
2. **Initials certifying current licensure within the State of WI.** _____(initials)
3. **Initials certifying relevant experience:** _____(initials)
4. **Acknowledgement of the completion of the Functional Requirements &
Checklist (Exhibit C)** _____(initials)
5. **Acknowledgement of the completion of the Approaches Questionnaire
(Exhibit D)** _____(initials)

7. Acknowledgement of the completion of the Technical Requirements and
Checklist Pages (Exhibit E) _____(initials)

8. Acknowledgement of the completion of the Corporate and Reference Info
(Exhibit F) _____(initials)

8. Acknowledgement of the completion of the Price/Cost Breakdown
(Exhibit G) _____(initials)

Exceptions to Proposal Requirements (use extra paper as required to list exceptions):

I hereby certify that all statements herein are made on behalf of:

(Name of Corporation or Partnership)

OR

(sole proprietorship - DBA person submitting)

By: _____ Date: _____
(Signature)

Title: _____

EXHIBIT C

RECORDS MANAGEMENT SYSTEM – FUNCTIONAL CHECKLIST

7.1 GENERAL SYSTEM FUNCTIONAL REQUIREMENTS

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS system must provide the following features and functions:			
1.1	The County's client/server and web application servers are managed by Walworth County Information Services Department (WCIS). Vendor application must successfully operate in this environment.			
1.1.2	The existing COUNTY server infrastructure runs on Dell and Compaq.			
1.1.2	Veritas Netbackup, a common backup system used for all servers supported by WCIS, backs up servers.			
1.1.3	The servers are housed in a secure computer facility run by WCIS.			
1.1.4	The computer facility provides an Uninterruptible Power Supply (UPS) and a backup generator for COUNTY servers.			
1.2	Vendor applications are compatible, or can co-exist, with the County's technical environment (Section 3)			
1.3	Vendor proposed system is able to run concurrently with COUNTY standard workstation Windows applications, subject to processor and memory limitations.			
1.4	All data for the proposed system should be directly accessible from major industry standard data access tools for potential use in reporting and integration with other county systems.			
1.5	Vendor application must maintain the integrity of user data and prevent data loss or corruption.			
1.6	Vendor application must utilize graphical user interface that is intuitive to operate for both casual and experienced users.			
1.7	Vendor application must provide full keyboard access to all features, allowing users to perform the same tasks as when using a mouse, such as drag-and-drop operations.			

1.8	Vendor must acknowledge that their proposed system provides a mouse-based user interface.			
1.9	Vendor application must provide predictable output from documents. For example, in applications in which users can format data for printing, publish to the Web, or write to film, DVD, or other formats, there must be no significant differences between what users see onscreen and what they receive in the final output. When the user makes changes to a document, the results must be displayed immediately.			
1.10	The Vendor warrants that the software provided under the contract shall not contain any lock, counter, CPU reference, virus, worm, or other device capable of halting operations or erasing or altering data or programs.			
1.11	The proposed solution must be able to utilize the EMC SAN environment for the storage of data.			
1.12	The County shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the Vendor.			
1.13	The Vendor must provide free and timely upgrades to the software when published.			
1.14	Any software product(s) provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.			
1.15	Software furnished under the contract shall be capable of continuous operation.			
1.16	Any software product(s) provided under the contract shall perform unattended system and data backup operations on a user-scheduled basis.			
1.17	Vendor application should provide a browser interface for regular department employee use.			
1.18	Vendor application should provide integration with other applications, and make use of Service Oriented Architecture.			
1.19	Vendor application should provide interfaces with other applications.			
1.20	Vendor application object behavior should be consistent and use a limited set of window controls, e.g. if the same controls appear on multiple displays, they should be located in the same place and work in the same way.			
1.21	Vendor application should provide ability to assign default values for enterable fields, whenever possible. This includes			

1.21.1	defaulting user ID fields to the currently signed-on user			
1.21.2	department fields to the current user's department			
1.21.3	and date fields to the current date, when appropriate			
1.22	Vendor system should allow option to present images and animated content in an alternate manner as well as translate audio communication to visual communication.			
1.23	Vendor system should allow individuals to control their computers through means other than a standard keyboard or pointing device, e.g. alternative keyboards, electronic pointing devices, joysticks, trackballs, touch screens, Braille embossers, and/or speech/voice recognition programs.			
1.24	Vendor application should identify or differentiate information by a means other than color.			
1.25	Vendor application should have the capability to present users with tools that are relevant in the current context, eliminating or disabling irrelevant tools.			
1.26	Vendor application should use progressive disclosure to reveal information as it is needed and give users the option to hide information they don't consider useful.			
1.27	Vendor should have the capability to identify individual table entries as expired and no longer usable in the entry of new records, but still valid for display of existing records.			
1.28	Vendor application functionality should provide intelligent support related to drop-down table entries. For example, it should be possible to select items in a list by clicking on the desired choice or typing as much of the item description as is needed to uniquely identify it (similar to the Microsoft Outlook address book). It should be possible to type an exact value into a table-validated field.			
1.29	Vendor application should ensure key data persists as the user moves from one screen to the next, to minimize re-entry and mistakes.			
1.30	Vendor application should provide means to validate column data by checking entered values against a list of valid values maintained in tables by COUNTY or service provider personnel.			
1.31	Vendor application should utilize meaningful abbreviations in Table structures, e.g. use of abbreviations that also displays clear descriptions of the information they represent that are intelligible to a casual user of the proposed system. The proposed system should not display codes that			

	are meaningless or abbreviations so short as to be meaningless.			
1.32	Vendor application should provide the capability to defined COUNTY user groups to configure custom data validation rules to meet specific needs.			
1.33	Vendor application should be interoperable with other Windows applications, support Dynamic Data Exchange, support saving data in industry-standard file formats, use standard protocols for data interchange, such as XML, and provide data import and export capabilities.			
1.34	Vendor application should be capable of importing files for mass-loading of data. Data formats should include standard delimited types that can be generated by Excel or other data tools (ex. .CSV files).			
1.35	Because users' abilities and preferences vary, application should be able to configure aspects of the interface. However, the application should provide good defaults and should minimize the need for configuration. A user's configuration should be in effect no matter what workstation they use to access the proposed system.			
	Database			
1.36	The DBMS for the proposed system should be MS SQL Server.			
1.37	Vendor application should utilize standard database back-end, e.g. SQL Server. The data tables should allow insertion of data from a third party tool, e.g. Digital Transformation Services (DTS), for at least basic setup of tables or synchronization points, e.g. vendor lists, contacts, etc.			
	Network			
1.38	The COUNTY uses TCP/IP and Ethernet over a Local Area Network (LAN) sub netted into multiple VLANs. The network operating system is Windows 2003, using Active Directory, Domain Name System (DNS) for address resolution and Dynamic Host Configuration Protocol (DHCP) for address assignment. The backbone is Gigabit Ethernet with desktops connected at 100 megabits. There is VPN connectivity for remote access over a 3 megabit Internet circuit. There are remote locations with DSL and cable connections with minimum speed of 256Kb down and 128Kb up. Vendor application must successfully operate in			

	this environment.			
1.39	If the proposed system interfaces to an existing user electronic mail system, the interface must be Messaging Application Programming Interface (MAPI) or Simple Mail Transfer Protocol (SMTP) compliant.			
1.40	Vendor must acknowledge their proposed system runs satisfactorily on an Ethernet network.			
1.41	The proposed system must be able to operate with an Internet connection that is currently rate-limited to 3Mb/s. 800 users share this 3 Mb/s connection.			
1.42	If the proposed system requires remote access from a mobile workstation, Vendor must describe the requirements of their proposed system's remote access from a mobile workstation.			
1.43	Vendor must acknowledge their proposed system runs on a TCP/IP network.			
1.44	The County's slowest Wide Area Network (WAN) connected site is a Digital Subscriber Line (DSL) site with 256KB down and 128Kb/s up. There is one (1) workstation on the remote end of this WAN connection. Vendor application must successfully operate in this environment.			
	Server Software			
1.45	Vendor application must permit operating system patching and updates, and allow for a system restart when a patch or update requires it.			
1.46	The proposed system must be able to operate on Microsoft Windows 2003 Server with Service Pack 3.			
1.47	Vendor application must cooperate satisfactorily with Microsoft Systems Management Server and Microsoft Operations Manager, as well as with HP, Compaq and IBM hardware management agents.			
1.48	Vendor application must operate on Microsoft Internet Information Server, 2003.			
1.49	Vendor application must cooperate satisfactorily with the COUNTY's current antivirus software and permit automatic antivirus definition updates. The current antivirus software is Symantec Version 10.x.			
1.50	Any web application components of the proposed system should use .NET 2 framework.			

	Backup			
1.51	Vendor systems that are located in the COUNTY computer facility and managed by the COUNTY for backup and recovery are required to utilize the Walworth County back up facility. Walworth County will use the following backup system: Veritas Netbackup in conjunction with an IBM 3583 LTO2 tape library.			
	Interfaceability			
1.52	Support of nationally accepted interface and messaging standards.			
1.53	Ability to exchange data reliably and securely with outside entities.			
1.54	Capability to interface and exchange data with following systems:			
1.54.1	• Computer Aided Dispatch (IPC)			
1.54.2	• AFIS / Mugshots (ImageNet)			
1.54.3	• CCAP system (WI State Sys)			
1.54.4	• TIME (WI State Sys)			
1.54.5	• WIJIS (WI State Sys)			
1.54.6	• TRACS (WI State Sys)			
1.54.7	• PROTECT (DA / WI State Sys)			
1.54.8	• Jail Discipline (Lotus Notes)			
1.54.9	• Jail Security (Guardian)			
1.54.10	• Jail Commissary (Cobra-Swanson)			
1.54.11	• Work Orders (Lotus Notes)			
1.54.12	• SODR (For Drug Unit)			
1.54.13	• County financial (MUNIS)			
1.54.14	• County human resources (MUNIS)			
1.54.16	• Other existing county databases (Birth, death, tax, property, etc.)			
1.55	Capability to interface and exchange data with industry standard query tools			
	Implementation Requirements			
1.56	The system specified in the contract shall be considered ready for testing upon receipt of documentation from the Vendor that a successful system audit or diagnostic test was performed at the site demonstrating that the system meets the minimum design/performance capabilities stipulated in the purchase agreement.			
1.57	Storage space on the systems must be sized sufficiently to retain five years of data.			
1.58	The Vendor must guarantee that the recommended hardware configuration shall meet the functional needs of the Agency for the first two years of operation.			
1.59	Vendor shall include in the implementation plan the process for loading data into reference tables			

	Support			
1.60	Vendor must provide to the COUNTY five (5) sets of Operation and Instruction Manuals. Each manual shall include as a minimum:			
1.60.1	- A detailed index for reference.			
1.60.2	- Bound within a common loose-leaf, hardback binder, indexed, dated, numbered and organized for convenient reference. A copy of the System Documentation shall provided electronically on CD and also be available on-line.			
1.60.3	- Instructions will be compiled, including step-by-step instructions for start up, operations and update of all applicable systems.			
1.61	Vendor shall provide application availability and technical support on a 24/7 basis.			
1.62	Vendor must provide application support by phone (toll-free), fax, and e-mail during normal business hours (8:00 A.M. - 5:00 P.M.CST, M-F).			
1.63	Upon completion of any maintenance or support call, the Vendor shall provide the agency with a signed service report that includes, at a minimum: a general statement as to the problem, action taken, and the number of hours required to complete the task, if it is a billable activity.			
1.64	Vendor system should have capability to automatically update software, e.g. new versions, from the server to workstations where users do not have Admin rights at the workstation level.			
1.65	Vendor system should have capability to provide a test environment so COUNTY users can test new versions of the proposed system without affecting the production environment.			
1.66	Vendor training should utilize a methodology for user training on the proposed system without affecting the production system's data.			
1.67	Any actions in the test environment should not affect the availability of the training environment. However, the training environment may share hardware used by the production or test environment.			

2.0 SPECIFIC RMS FUNCTIONAL REQUIREMENTS

#	Description	Software Complies	Modifications Needed	Software does not comply
	<i>These are general software requirements</i>			
2.1	The RMS should operate as a single database (i.e., virtual or physical)			

2.2	Identical fields in RMS must accept data from existing entries (i.e., no duplicate data entry) in other compatible modules and programs (i.e., CAD, MNI, etc.)			
2.3	RMS should automatically submit data to external programs, as defined by WCSD			
2.4	Code tables and pull down menus should be used for most fields			
2.5	All codes should be translated into text description on display screen.			
2.6	The display screen must show the current date and time at all times			
2.7	Automatic validation of data entry (i.e., logical edits, edit checks for all fields)			
2.8	Automatic "word wrap" of information in all narrative and text fields			
2.9	Automatic spell check and formatting capabilities in all narrative and text fields			
2.10	Users must have the ability to both enter and query all narrative and text fields			
2.11	The system administrator should be able to organize users in user groups and to set different access levels for each group			
2.12	Software must be available on an open-systems hardware and operating platform such as Microsoft Windows 2000/XP/Vista, AIX or Linux.			
2.13	Vendor must offer remote diagnostic support			
2.14	Software support must be available 24 hours a day, 7 days a week, and 365 days a year through an 800 hotline.			
2.15	The RMS software must comply with existing criminal justice standards:			
2.15.1	- DOJ's Global JXDM			
2.15.2	- National Information Exchange Model (NIEM)			
2.15.3	- National Institute of Science and Technology Electronic Fingerprint Transmission Specification			
2.16	The system must support on-line help for every required field in every screen.			
2.17	The request for help information shall be entered by function key without affecting the contents of the field for which the key is requested.			
2.18	The help information must be maintainable on-line.			
2.19	Proposed system should be capable of supporting multi-agency and multi-jurisdictional record keeping.			
2.20	Separate and distinct case numbers must be able to be entered and tracked for different agencies involved in the same incident.			

3.0 SECURITY

#	Description	Software Complies	Modifications Needed	Software does not comply
	<i>The RMS must provide the following security features:</i>			
3.1	Security capability must exist such that access to all components of the proposed system shall be granted only to authorized users.			
3.2	Authorized users of the proposed system must be identified by a user ID and password or another means that provides equivalent or better security.			
3.3	RMS should allow tiered access to information based on			
3.3.1	- Passwords			
3.3.2	- Role based authentication			
3.3.3	- Potentially with biometrics, security ID cards or security tokens			
3.4	Operator sign-on shall require the entry of both an operator ID code and a private password.			
3.5	The password must not appear when entered.			
3.6	A record of invalid password attempts shall be recorded after a preset number of allowable retries.			
3.7	No further password attempts shall be allowed after a preset number of allowable retries.			
3.8	The system manager must be able to lock user accounts based on inactivity.			
3.9	The proposed system should support the current COUNTY standard of an eight or nine-character alpha or alphanumeric user ID.			
3.10	Vendor system should allow users to change their passwords.			
3.11	Vendor system should provide the capability to establish a user account that requires the password be changed the next time the user logs on.			
3.12	Vendor system should provide the capability to set rules for password strength. It should restrict users from reusing recent passwords.			
3.13	Vendor system should have the capability to expire user passwords after a set time period.			
3.14	The password field should require alphanumeric values at a minimum of five (5) characters long. Vendor system's password format should allow COUNTY to specify the minimum password length.			

3.15	If the proposed system connects to the Internet, an industry accepted level of encryption must be used for data transmissions.			
3.16	The proposed system must not transmit user ID's or passwords in clear text.			
3.17	Transaction security can be limited by terminal type or location, in addition to operator password.			
3.18	The acceptance of user sign-on must result in the screen being displayed with the user-defined color and layout.			
3.19	The system must provide secured messaging between users.			
3.20	The logon ID code shall be automatically associated with any commands logged with the system			
3.21	View access can be limited based on user profile and position assignment			
3.22	Functionality can be limited based on user security			
3.23	The system manager must be able to establish new users on the system, to remove users from the system, and to set security access rights for users that both restrict and allow access to system capabilities.			
3.24	The system manager must be able to restrict access to selected system functions based on user identification.			
3.25	If the system resides in Walworth County's secure computer facility and remote access to the system is required, access will be provided through a Virtual Private Network (VPN) with two (2) factor authentication. Remote Vendor access for support must be accomplished through secured methods.			
3.26	Vendor application security must effectively block unauthorized users from accessing the application by any means.			
3.27	Application should have capability to assign supervisor approval authorization to system reports and possibly other activities in the system. Once a report has been approved, it should not be possible for a user to update or delete it without further supervisor approval.			
3.28	Application should allow user to logon to the proposed system simultaneously at more than one workstation. Vendor should describe their proposed system's functionality in this arena.			
3.29	If the proposed system is to reside in Walworth County's secure computer facility, the proposed system should use Microsoft's Active Directory for user authentication and authorization.			

3.30	Vendor system should limit access to individual system functions and reports to authorized users.			
3.31	Vendor application should provide the capability to track (audit) user activity.			
3.32	Protected information stored on a portable workstation or hand held data device should use an industry standard level of encryption. Vendor system should protect data on portable workstations or hand held data devices, e.g. a Personal Digital Assistant (PDA) or Universal Serial Bus (USB) Flash Drive.			
3.33	Vendor application should automatically log users off of the application running on a workstation after a defined period of inactivity on that workstation.			

4.0 MASTER INDICES

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS must provide the following Master Indices features and functions:			
	GENERAL FUNCTIONS			
4.1	RMS must have master indices that correlate and aggregate information in the following areas:			
4.1.1	- People			
4.1.2	- Locations			
4.1.3	- Property			
4.1.4	- Vehicles			
4.1.5	- Organizations (i.e., businesses, gangs, etc.)			
4.2	Query and retrieval of Master Indices data produces a comprehensive response displaying all related records in the system.			
4.3	RMS Master Indices provides user option for reuse of previously stored information			
4.4	RMS Master Indices entry process provides for automatic update upon entry of report information			
4.5	RMS Master Indices data can be input from other subsystems:			
4.5.1	- Incident reports			
4.5.2	- Traffic incidents			
4.5.3	- Vehicle reports			
4.5.4	- Citations			
4.5.5	- Arrest			
4.5.6	- Booking			
4.5.7	- Juvenile incidents			
4.5.8	- Fingerprint and mug shots			
4.6	RMS Master Indices should support the validation and linking of addresses, common names and street intersections			
4.7	RMS Master Indices should support the linking of people to places, person to person, etc.			

	MASTER NAME INDEX (MNI)			
4.8	MNI should capture and maintain			
4.8.1	- Name			
4.8.2	- Physical characteristics			
4.8.3	- Race and ethnicity			
4.8.4	- Location and history			
4.8.5	- Employer information			
4.8.6	- Telephone numbers			
4.8.7	- Known associates			
4.8.9	- Associates			
4.8.10	- Mugshots / photographs			
4.8.11	- Scars, marks and tattoos			
4.8.12	- Identification numbers			
4.8.13	- Known modus operandi			
4.8.14	- NCIC fingerprint classification			
4.9	A MNI record is created for all persons involved in LE incidents (i.e., incident reports, arrest reports, field interviews, accident reports, licenses, permits, etc.)			
4.10	By querying with one name, RMS must produce a synopsis of all associated involvements recorded in the system.			
4.11	RMS links additional names to an individual MNI record (i.e., aliases, relationships, etc.)			
4.12	RMS performs a matching function to either automatically link an existing MNI record or present the user with a list of possible MNI matching records.			
4.13	RMS should have the ability to search the MNI by several criteria including sound-alike, phonetic replacement, diminutive first names and other static demographic information.			
4.14	MNI data may change as new information is added but older information is maintained and viewable			
4.15	MNI maintenance functions permit a report or record to be unlinked from one MNI and relinked to another MNI			
4.16	RMS allows two or more MNI records to be merged into one record.			
	MASTER VEHICLE INDEX (MVI)			
4.17	A MVI record is created for all vehicles involved in LE incidents (i.e., incident reports, arrest reports, field interviews, accident reports, licenses, permits, etc.)			
4.18	MVI should capture and maintain:			
4.18.1	- Vehicle Identification Number (VIN)			
4.18.2	- License plate number			
4.18.3	- License plate state			
4.18.4	- License plate year			
4.18.5	- Registered owner			
4.18.6	- Description (e.g., Make, model, year, color , style and attributes)			
4.19	By querying with one MVI, RMS must produce a synopsis of all associated involvements recorded in the system.			

	MASTER PROPERTY INDEX (MPI)			
4.20	A MPI record is created for all property records entered into RMS			
4.21	MPI should capture and maintain unique property characteristics:			
4.21.1	- Make			
4.21.2	- Model (Number)			
4.21.3	- Brand			
4.21.4	- Description			
4.21.5	- Distinguishing characteristics			
4.21.6	- Serial numbers			
4.22	MPI should use NCIC property coding standards for entry of property records			
4.23	RMS should automatically cross-reference MPI data to find potential matches for unique property characteristics			
	MASTER LOCATION INDEX (MLI)			
4.24	A MLI record is created for all address records entered into RMS			
4.25	RMS uses specific formatting rules for data entry			
4.26	Location data is subject to validation			
4.27	RMS performs a matching function to either automatically link an existing MLI record or present the user with a list of possible MLI matching records.			
4.28	RMS should have the ability to search the MLI by several criteria including sound-alike, phonetic replacement, range of addresses, an area as defined by geofile, and locations based on X/Y/Z coordinates			
4.29	MLI should capture and maintain other premise location data such as:			
4.29.1	- Occupancy			
4.29.2	- Elevation (floor)			
4.29.3	- Premise type (Resid vs. business)			
4.30	RMS should accept all addresses even if they are not in the geofile but are flagged for future review			
	MASTER ORGANIZATION INDEX (MOI)			
4.31	RMS maintains searchable data elements on organizations such as gangs, businesses, schools, etc			

5.0 CALLS FOR SERVICE (CFS)

#	Description	Software Complies	Modifications Needed	Software does not comply
5.1	The RMS must provide the following features and functions:			
5.2	All CFS are recorded in the RMS database			
5.3	Data should be accepted from the CAD system to eliminate duplicate entry			
5.4	Call data is transferred to RMS after call is closed in CAD			
5.5	Once CAD record is closed, the data in this module cannot be modified			

5.6	Standard data / available reports from CFS module should include:			
5.6.1	- Daily log showing all calls received in the prior 24 hours			
5.6.2	- Activity analysis by specified geographical area and time period			
5.6.3	- CFS summary by specified geographical area and time period			
5.6.4	- Activity analysis by day of week			
5.6.5	- Activity analysis by hour of the day			
5.6.6	- Activity analysis by day and hour			
5.6.7	- Response time analysis by specified geographical area and time period			
5.6.8	- Response time analysis by call type			
5.6.9	- Time consumed by call type by hour of day			
5.6.10	- Workload activity by resource assigned			
5.6.11	- Workload activity by group assigned			
5.6.12	- Time consumed by day of the week and hour of the day			
5.6.13	- Time consumed by specified geographical area and by time period			
5.6.14	- Calls that should result in the creation of an incident report			
5.6.15	- Report that replicates the WCSO electronic daily activity log			

6.0 INCIDENT REPORTING

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS must provide the following features and functions:			
6.1	RMS must capture, process and store all incident data on law enforcement events including both criminal and non-criminal events.			
6.2	The RMS must collect sufficient information to satisfy Uniform Crime Report standards			
6.3	The RMS may collect sufficient information to satisfy National Incident-Based Reporting System standards.			
6.4	The RMS must support the preparation and submission of all required federal and state reports.			
6.5	As certain types of reports must be available to the public, RMS must recognize the age of majority, based on date of birth data and notify user			
6.6	RMS may assist user in the redaction of names and identifying information from publicly available reports			
6.7	The RMS must have the capability to print a copy of both the department's incident report and redacted incident report.			

6.8	Standard data outputs / available reports from IR module should include:			
6.8.1	- All summary UCR reports or NIBRS reports			
6.8.2	- Summary of incidents by particular officer			
6.8.3	- Summary of incidents by period of time, geographic area and incident type.			
	INITIAL INCIDENT REPORT			
6.9	RMS identifies a primary officer as responsible for completing initial report			
6.10	RMS accepts input from multiple officers after initial report is created and accepted.			
6.11	RMS may shift primary responsibility for updating the report based on assignment.			
6.12	RMS requires the following data			
6.12.1	- Offense information			
6.12.2	- Complainant information			
6.12.3	- Victim information			
6.12.4	- Suspect information			
6.12.5	- Case status			
6.12.6	- Witness information			
6.12.7	- Initial narrative / case investigation			
6.13	RMS narrative fields have unlimited amount of free-text space			
6.14	RMS should provide capability to search the narrative fields for specific words or phrases			
6.15	Other assigned officers can be given authority to query and retrieve initial report			
6.16	Officers must be able to electronically submit the initial report to a supervisor for review and dissemination			
	SUPPLEMENTAL REPORT			
6.17	RMS includes capacity to create supplemental reports, based on initial incident report			
6.18	RMS must link all supplemental reports to the original report with a common report number			
6.19	RMS may use a suffix to show addendum to the original report.			
6.20	Multiple officers must be able to simultaneously create and add supplemental reports			
6.21	Officers must be able to electronically submit supplemental reports to a supervisor for review and dissemination			
6.22	Incident history information shall be displayed or printed upon command, based on a search of the file. It must be possible to search the file on any combination of the following criteria:			
6.22.1	- Incident number			
6.22.2	- Primary case number			
6.22.3	- Any secondary case number			
6.22.4	- Date and time range			
6.22.5	- Incident type			

6.22.6	- Incident priority			
6.22.7	- Reporting district or box number			
6.22.8	- Police beat/fire station/EMS district as applicable			
6.22.9	- Jurisdiction within agency			
6.22.10	- Initial incident location			
6.22.11	- Final incident location			
6.22.12	- Any intermediate incident location			
6.22.13	- Type of location reported (premise, intersection, place, etc.)			
6.22.14	- Primary unit(s) assigned			
6.22.15	- Secondary unit(s) assigned			
6.22.16	- Final disposition			
6.22.17	- Call entry or dispatch terminal identifier			
6.22.18	- Call entry or dispatch operator identifier			
6.22.19	- Any telephone number recorded within incident			
6.22.20	- Any name recorded in the incident			
6.22.21	- Any vehicle license number recorded with incident			
6.22.22	- Any vehicle color or descriptive code recorded with incident			
6.22.23	- Any operator-selected time range between: • incident initiation • incident entry • initial dispatch • first unit arrival • incident closing			
6.23	Incident history inquiries must access pending, active and closed incidents using identical facilities for selection and display.			
	CASE REPORT REVIEW			
6.24	RMS must allow supervisors to receive, review and approve incident reports electronically			
6.25	RMS must allow officers to respond to quality and accuracy edits.			
6.26	RMS should include the capacity to lock the report from further edits based on agency protocols			
6.27	Supervisors should be able to review reports for accuracy and quality prior to report lock down			
6.28	Officers should be able to make corrections and final edits before lockdown.			
6.29	Automatic scrolling must be utilized in cases where the entire event cannot be completely displayed, showing the most recent information.			
6.30	Manual line-level scrolling must be supported in addition to paging of displayed incident.			

7.0 INVESTIGATIVE CASE MANAGEMENT (ICM)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS must provide the following features and functions:			
7.1	Supervisor can access and review unassigned cases.			
7.2	Supervisor can assign case responsibility to a primary investigator.			
7.3	Supervisor can monitor assignment factors			
7.4	Assignment factors may include			
7.4.1	- Nature of case / activity			
7.4.2	- Type of follow-up required			
7.4.3	- Workload of available investigators			
7.4.4	- Cases already assigned			
7.5	RMS should be able to electronically record which officer is assigned follow-up case and task responsibilities			
7.6	RMS has capacity to document case investigators activities:			
7.6.1	- Details of evidence gathered			
7.6.2	- Narratives of leads followed			
7.6.3	- Narratives of interviews and interrogations			
7.6.4	- Case notes			
7.6.5	- Updates of investigation status			
7.6.6	- Additional tasks assigned to other investigators			
7.6.7	- Details of warrants requested and served			
7.7	Supervisors can monitor investigative progress by checking case activities.			
7.8	Supervisors can monitor subordinates' work activities by electronically:			
7.8.1	- Obtaining workload information			
7.8.2	- View existing assignments			
7.8.3	- Assessing request for new investigations			
7.8.4	- Monitoring deadlines by receiving reminders			
7.9	RMS should support the development of charging information prior to submission to the prosecutor.			
7.10	System should capture the prosecutor's decisions on charges, re-investigation or deferral			
7.11	RMS must capture a case disposition			
7.12	Notification is made that property being held as evidence may be eligible for release to owner			
7.13	System should support the ability to reopen a case based on new evidence.			
7.14	Standard data outputs/ available reports from ICM module should include:			
7.14.1	- Cases not assigned for investigation or follow-up			
7.14.2	- Case summary			

7.14.3	- Case aging report (list of cases by age range, days, weeks, month, etc.)			
7.14.4	- Assigned cases (open cases by investigator and current status)			
7.14.5	- Cases pending assignment			
7.14.6	- Activity follow-up			
7.14.7	- Alerts (e.g., overdue, case assignment, and task assignment)			
7.14.8	- Pending activity (e.g., by investigator, case, and division)			
7.14.9	- Case disposition (both law enforcement dispositions and court dispositions)			
7.14.10	- Prosecutor charging documents			

8.0 PROPERTY AND EVIDENCE MANAGEMENT (PEM)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS must provide the following features and functions:			
8.1	RMS can capture and record data for all property collected or received.			
8.2	RMS can capture and record data for all evidence gathered during an investigation.			
8.3	Data about any property or evidence must be directly linked to a case file or report number that describes material.			
8.4	Property and evidence physical descriptors and tracking data include			
8.4.1	- Date / time received			
8.4.2	- Contributing officer			
8.4.3	- Receiving officer			
8.4.4	- Location stored			
8.5	Property descriptors will be checked against internal and external databases for matches			
8.6	RMS will link property / evidence information with case and report numbers			
8.7	LE personnel can access property and evidence data to view detailed descriptions and historical information.			
8.8	LE personnel can access property and evidence data about current status, location of items			
8.9	RMS has methodology to track and verify location of all property items			
8.9.1	- Movement of property and evidence			
8.9.2	- Changes in storage location			
8.9.3	- Record of physical viewing			
8.10	RMS has methodology for verifying chain-of-custody statutory requirements for all evidentiary items.			
8.11	RMS can track property that is impounded or stored at remote locations.			
8.12	RMS may accept data from stand-alone property and evidence program.			
8.12.1	- Bar-code system			

8.12.2	- Third party property management system, including laboratory evidence processing system			
8.12.3	- Pawn shop processing system			
	PROPERTY DISPOSTION			
8.13	RMS must manage the disposition of all property and evidence.			
8.14	System can generate automatic alerts when property is eligible for release or sale.			
8.15	RMS has internal, timed notifications for custodians for items to be released, destroyed, or otherwise disposed of.			
8.16	Internal notification system can be managed by custodian for length and reset based on current case status.			
8.17	Disposition history data is maintained in accordance with statutory record keeping requirements			
8.18	Disposition history data may be indexed for future investigative purposes			
8.19	RMS has interface to store images of property items prior to disposal/release			
8.20	RMS may have capability to electronically allow prosecutors the means to review and grant or deny approval of disposition requests of evidence			
8.21	RMS can capture data of the identification of individuals claiming property.			
8.22	RMS can conduct check against property databases (including NCIC) to verify that the property has not been reported as stolen in a different jurisdiction.			
	VEHICLES			
8.23	RMS must accept identifying data for the entry of impounded evidentiary vehicles to include:			
8.23.1	- VIN			
8.23.2	- Description			
8.23.3	- License number			
8.23.4	- Condition of vehicle			
8.23.5	- Car owner			
8.23.6	- Car driver			
8.23.7	- Estimate for when car may be released			
8.23.8	- Towing company			
8.23.9	- Location of impound			
8.23.10	- Impound inventory / search information (narrative)			
8.24	RMS must accept identifying data for the entry of impounded vehicles that are <u>not</u> part of a criminal investigation			
8.25	RMS should check vehicle data against RMS MVI module, state and federal databases			
8.26	Standard data outputs/ available reports from PEM module should include:			
8.26.1	- Chain of custody			

8.26.2	- Property summary report			
8.26.3	- Property item detail			
8.26.4	- Released property report			
8.26.5	- Property inventory report			
8.26.6	- Property disposition report			
8.26.7	- Form letter, to property owners, for disposition of property with instruction for retrieval			
8.26.8	- Vehicle impound forfeiture report			
8.26.9	- Case closed evidence report			
8.26.10	- Evidence location summary report			
8.26.11	- Audit report			

9.0 WARRANTS

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS warrant system must provide the following features and functions:			
9.1	RMS must track all warrants received by the agency			
9.2	RMS can utilize interface with clerk of courts for electronic transfer of warrant data			
9.3	RMS will electronically update state warrant system upon entry of local data			
9.4	Agency warrant clerk can review and verify warrant data			
9.5	RMS records the physical location of the warrant			
9.6	RMS captures and records all warrant-related activity or status changes			
9.6.1	- Type of activity			
9.6.2	- Officer(s) involved in activity			
9.6.3	- Contact with the subject			
9.6.4	- Date of activity			
9.6.5	- Result of activity			
9.7	RMS records all similar activity with other types of official papers			
9.8	RMS provides capability for field officer to verify warrant through electronic interface			
9.9	Once warrant is served, RMS will update file and cancel warrant in both local and other warrant systems			
9.10	Cancellation of warrant, for any reason, is recorded in the Warrant module			
9.11	RMS Warrant module can create a warrant affidavit requesting the court to issue a warrant			
9.12	Standard data outputs/ available reports from the warrant module should include:			
9.12.1	- Warrants issued			
9.12.2	- Warrants served or cancelled			
9.12.3	- Summary, by officer, of warrant served (within date range)			
9.12.4	- Warrant summary based on varying search criteria			
9.12.5	- Attempts to serve warrant by date or date range			

9.12.6	- Warrant aging report			
9.12.7	- Warrant affidavit			

10.0 ARREST

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Arrest module must provide the following features and functions:			
10.1	RMS must include arrest report information, linked to specific case or report number			
10.2	Arrest report details must include:			
10.2.1	- Verification of subject's identity			
10.2.2	- Issuing Miranda warning			
10.2.3	- Narrative of arrest incident			
10.2.4	- Details of custody and transportation			
10.2.5	- Documentation of arrest report review process by supervisor			
10.2.6	- Completion of other steps in compliance with state law and agency policies			
10.3	RMS must capture and record additional arrest details associated with DUI arrests			
10.3.1	- Field sobriety test results			
10.3.2	- Chemical test – offender agreement			
10.3.3	- Chemical test – results			
10.4	RMS must capture and record all data regarding any evidence collected during the arrest process			
10.5	RMS must have capability of printing an arrest report after data has been entered into system			
10.6	RMS should have capability of electronic interface with booking and jail management systems			
10.7	Standard data outputs/ available reports from the Arrest module should include:			
10.7.1	- Daily arrests, by day and time, and date range			
10.7.2	- Arrest report and/or affidavit			
10.7.3	- Arrests by location			
10.7.4	- Arrests by officer			
10.7.5	- Arrest log			

11.0 JAIL MANAGEMENT (JM)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Jail Management module must provide the following features and functions:			
11.1	JM must provide			
11.1.1	- personal identification capacity (Including biometrics, wristband, barcode, photo, etc)			
11.1.2	- automatic number generation			
11.1.3	- charge tracking			

11.1.4	- cell assignments and transfers			
11.1.5	- release check generation			
11.1.6	- bond tracking			
11.1.7	Accepts and forwards data from other RMS modules to reduce duplicate entry			
11.1.8	JM manages inmate information under one number by utilizing cross checks and ID verification			
11.1.9	JM automatically populates other RMS modules with inmate information			
	BOOKING			
11.2	RMS JM must check personal identification information against MNI module			
11.3	RMS should utilize available MNI data to populate JM module fields to avoid redundant entry			
11.4	RMS must create a link of individual to MNI module recording booking data			
11.5	RMS must create a link of individual to arrest report module data			
11.6	Personal information which should be captured in Booking section includes:			
11.6.1	- Name (First, Middle, Last)			
11.6.2	- Height			
11.6.3	- Weight			
11.6.6	- Hair and eye color			
11.6.7	- Sex			
11.6.8	- Race			
11.6.8	- Aliases			
11.6.9	- Tattoos and other identifying marks			
11.6.10	- Addresses			
11.6.11	- Other contact information			
11.6.12	- Date of birth			
11.6.13	- Other identification numbers (e.g., driver's license, social security, state identification number, FBI number and any other AFIS data)			
11.6.14	- Gang affiliation			
11.6.15	- Employment information			
11.6.16	- Fingerprint data			
11.6.17	- Arrest details			
11.6.18	- Physical and mental health needs			
11.6.19	- Criminal history number			
11.6.20	- Booking number			
11.6.21	- Hold status			
11.6.22	- Hazard information			
11.6.23	- Arresting agency			
11.6.24	- Arrest date and time of arrest			
11.6.25	- Booking date and time			
11.6.26	- Charges			
11.6.27	Victim notification information			
	MUGSHOTS			
11.7	RMS JM must interface with existing mugshot and AFIS systems			
	PROPERTY INVENTORY			
11.8	RMS JM will record inmate property information			

11.8.1	- property types			
	• clothing			
	• jewelry			
	• medicine			
	• loose objects			
	• currency (by type)			
	• credit cards / checkbooks			
	• misc papers			
11.8.2	- property identification			
11.8.3	- property storage			
11.8.4	- property return and receipt			
	INMATE MANAGEMENT			
11.9	JM must include information about the inmate's status in the jail			
11.9.1	- cell assignment			
11.9.2	- classification			
11.9.3	- transfers by date and time			
11.9.4	- transfers by officer initiated			
11.9.5	- external transportation			
11.9.6	- medical activity			
11.9.7	- incidents			
11.9.8	- work assignments			
11.9.9	- visitation			
	• date			
	• time			
	• name			
	• phone numbers			
	• relation to inmate			
11.9.10	- exceptions (refused meals, etc)			
11.9.11	- issuance of clothing, bedding, etc			
11.10	JM will provide incident management			
11.10.1	- use of force incidents			
11.10.2	- assigned investigator			
11.10.3	- case status and history			
11.10.4	- suspect tracking and history			
11.10.5	- investigative reports and narratives			
11.10.6	- disciplinary actions			
	COURT HISTORY			
11.11	JM will provide court information on individual prisoners			
11.11.1	- attorney			
11.11.2	- sentence date			
11.11.3	-trial dates			
	• arraignment			
	• preliminary hearing			
	• pre-trial hearing			
	• trial			
	• post trial			
	• sentencing			
	• disposition			
11.11.4	- transfer dates			
11.11.5	- release date			
	Reports from this section include			
11.11.6	- Court docket			
11.11.7	- Schedule for release			
	INMATE RELEASE			
11.12	RMS JM will capture data regarding the release of the subject:			

11.12.1	- Bond money			
11.12.2	- Active warrant check			
11.12.3	- Personal property released			
11.12.4	- Personal property retained as evidence			
11.12.5	- Time and date of release			
11.12.6	- Automatic check against warrant systems			
	JAIL COMMISSARY			
11.13	JM provides interface with existing commissary systems			
11.13.1	- Deposits			
11.13.2	- Deductions			
11.13.3	- Inventory management			
	PROGRAMS AND SERVICES			
11.14	JM will provide information, reports and data regarding:			
11.14.1	Inmate discipline			
11.14.2	Inmate education			
11.14.3	Inmate grievances			
11.14.4	Library services			
11.14.5	Inmate assistance			
	MANAGEMENT / REPORTS			
	Standard data outputs/ available reports from the JM module should include:			
11.15	Personal profile for each inmate			
11.15.1	- current information			
11.15.2	- historical information			
11.16	Risk factors for each inmate			
11.16.1	- medical concerns			
11.16.2	- substance abuse			
11.16.3	- escape risk			
11.16.4	- violent history or propensity			
11.16.5	- limited contact or isolation			
11.16.6	- staff concerns			
11.17	Booking form data			
11.17.1	Booking data summary, based on varying search criteria			
11.17.2	Booking activity (e.g., intakes, releases, transfers, etc)			
	JAIL LOG			
11.18	Officers' jail log for reporting activities and information to other staff			
	POPULATION			
11.19	Jail population			
11.19.1	- By time period			
11.19.2	- By classification			
11.19.3	- By other selectable criteria			
	• total number by day/month/year			
	• total number by adult male			
	• total number by adult female			
	• total number by year to date			
	• total number compared to last year (Specific time periods)			
	• total number by pod / cell			
	• current listing of property numbers and associated inmates			
11.19.4	- Headcount discrepancies			

	FINANCIAL SUMMARY			
11.20	Financial Information			
11.20.1	- Receipts			
11.20.2	- Release checks			
11.20.3	- Commissary			
11.21	Queries are available against all data sets			

12.0 JUVENILE CONTACT

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Juvenile Contact module must provide the following features and functions:			
12.1	RMS data processing of juvenile subjects' data conforms to legal requirements specifying privacy protection			
12.2	RMS accommodates the need to access juvenile data distinctly from adult information			
12.3	RMS has capability of expunging specified juvenile data upon court order			
12.4	RMS requires that juvenile data can only be accessed by law enforcement personnel with specific authority			
12.5	RMS may provide notification to external agencies (e.g., schools, social services, etc) based on specific juvenile activities and actions			
12.6	RMS has the capability of automatically archiving juvenile information either upon the subject's 18 th birthday or other legal parameters			
12.7	Officer contacts with juveniles can be captured and recorded			
12.7.1	- Youth's full name			
12.7.2	- Date of birth			
12.7.3	- Address			
12.7.4	- Contact (family) information			
12.7.5	- Physical description			
12.7.6	- Gender			
12.7.7	- Name of school attended			
12.8	RMS captures and records data of officers' actions involving this incident			
12.8.1	- Citations			
12.8.2	- Referrals			
12.8.3	- Temporary detention			
12.8.4	- Nature of the incident			
12.8.5	- Weapon involvement			
12.8.6	- Drug involvement			
12.8.7	- Contact information of other juveniles or victims			
12.8.8	- Narrative description of circumstances			
12.8.9	- Involvement of juvenile intake			
12.8.10	- Recording of release to parent or guardian			

12.9	RMS may provide guidance to officers on appropriate remedy, sanction or referral, based on circumstances			
12.10	RMS captures and records information about officers' contact with professional, parents and guardians			
12.11	RMS has capability for timed alert notices for follow-up contact			
12.12	If juvenile is placed in custodial facility, RMS should have capacity to send appropriate notification to court, prosecutor, social service agencies			
12.13	Standard data outputs/ available reports from the Juvenile Contact module should include:			
12.13.1	- Juvenile custody data			
12.13.2	- Juvenile contact info by date, time and day of week			
12.13.3	- Name listing for juveniles, separate from adults, based on varying search criteria			
12.13.4	- Officer contact with juveniles by individual, date and time			

13.0 TRAFFIC ACCIDENT (TA) – REPORTING AND MONITORING

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS TA module must provide the following features and functions:			
13.1	RMS should be capable of accepting and recording data from state motor vehicle division reporting system			
13.2	RMS should be capable of accepting and recording data from other electronic reporting systems			
13.3	RMS should have the capability to accept graphic and digital data of accident scenes			
13.3.1	- Drawings (From external programs)			
13.3.2	- Diagrams (From external programs)			
13.3.3	- Photographs			
13.3.4	- Video recordings			
13.3.5	- Other digital media			
13.4	Standard data outputs/ available reports from the TA module should include:			
13.4.1	- Accidents by location			
13.4.2	- Accidents by time of day and day of week			
13.4.3	- Accidents by violation			
13.4.4	- Accidents by severity			
13.4.5	- Accidents by driver demographics			
13.4.6	- Statistical summary by intersection			
13.4.7	- Statistical summary by defined geographic area, day and time			

14.0 CITATIONS

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Citation module must provide the following features and functions:			
14.1	RMS should be capable of accepting and recording data from state motor vehicle division reporting system			
14.2	RMS should be capable of accepting and recording data from other electronic reporting systems			
14.3	RMS must capture and record data from agency warning notices			
14.4	RMS should be capable of linking citation data to master index databases			
14.5	RMS should be capable of accepting and recording data from court and clerk of courts systems			
14.6	RMS should collect data on demographics of involved subjects for reporting on bias-based policing			
14.7	Standard data outputs/ available reports from the Citation module should include:			
14.7.1	- Citation and warnings summary, based on varying search criteria			
14.7.2	- Citations by location			
14.7.3	- Citations and warnings by demographic information			
14.7.4	- Citation audit (e.g., missing numbers, voided numbers, etc)			

15.0 FIELD INTERVIEWS AND CONTACTS (FI)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS FI module must provide the following features and functions:			
15.1	RMS must be capable of capturing and recording field interview notes and documents			
15.1.1	- Location			
15.1.2	- Date and time			
15.1.3	- Names of contact			
15.1.4	- Description of contact			
15.1.5	- Identifying information about vehicles			
15.1.6	- Identifying information about property			
15.2	RMS should allow analysis of FI data by investigators and other LE personnel			
15.3	RMS should allow analysis of FI data by supervisors for quality and consistency			
15.4	Standard data outputs/ available reports from the FI module should include:			
15.4.1	- Field contacts summary, based on varying search criteria			
15.4.2	- Field interviews by location			
15.4.3	- Field contacts by demographic information			
15.4.4	- Field contacts by officer			

16.0 CIVIL PROCESS (CP)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS CP module must provide the following features and functions:			
16.1	RMS must have capability for monitoring the reception, tracking activity and delivery of civil papers			
16.2	RMS must provide the ability to record the disposition of all actions required by the order			
16.2.1	- Court ordered eviction			
16.2.2	- Seizure of property			
16.2.3	- Collection of court ordered fees			
16.3	RMS should provide capability to record circumstances, times and dates for service attempts			
16.4	RMS should generate an affidavit of service to the court on successful service or expiration of the order			
16.5	RMS must record seized property data			
16.5.1	- Processes			
16.5.2	- Actions			
16.5.3	- Order execution narrative			
16.5.4	- Description of property seized			
16.6	RMS should collect the data pertaining to any fees associated with order service			
16.7	RMS should transfer billing data to external financing system for billing, collection, and distribution of funds			
16.8	RMS should accept an interface with external billing or accounting system			
16.9	Standard data outputs/ available reports from the CP module should include:			
16.9.1	- Active civil papers (e.g., by type, jurisdiction, server and age of paper)			
16.9.2	- Served / returned civil papers			
16.9.3	- Expired civil papers			
16.9.4	- Notice generation			
16.9.5	- Letter generation			
16.9.6	- General financial information			
16.9.7	- Civil paper service summary (e.g., paper summary, assignments, and attempts to serve)			
16.9.8	- Affidavit of service			

17.0 PROTECTION ORDERS AND RESTRAINT ORDERS

#	Description	Software Complies	Modifications Needed	Software does not comply
	The Protection Orders module must provide the following features and functions:			
17.1	RMS must record protection orders and restraint orders			
17.1.1	- All parties named in the order			

17.1.2	- Relationship to the order			
17.1.3	- Conditions of the order			
17.1.4	- Issuing authority			
17.1.5	- Effective time period			
17.1.6	- Location			
17.1.7	- Restrictions			
17.1.8	- Type of contact prohibited			
17.2	RMS must provide capability of cross searching based on names, locations and vehicles involved.			
17.3	Standard data outputs/ available reports from the Protection Order module should include:			
17.3.1	- Expired / soon to expire orders			
17.3.2	- Active orders			
17.3.3	- Orders that have been served			
17.3.4	- Orders received, by source			
17.3.5	- Cancelled orders			
17.3.6	- No trespass orders			

18.0 PERMITS AND LICENSES

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Permits and Licenses module must provide the following features and functions:			
18.1	RMS must provide capability to capture and record data in the agency's issuance of licenses and permits			
18.2	RMS must track the status of licenses and permits			
18.2.1	- Application			
18.2.2	- Granting			
18.2.3	- Denial			
18.2.4	- Revocation			
18.2.5	- Expiration			
18.2.6	- Change of status			
18.2.7	- Notification of expiration			
18.3	RMS should utilize MNI module to check for criminal history or other background regarding applicant's eligibility			
18.4	If licensee is arrested, the RMS should generate an alert to notify issuer of status change			
18.5	RMS should track payments associated with the issuance of licenses and permits			
18.6	Standard data outputs/ available reports from the Permits and Licenses module should include:			
18.6.1	- Permits and license applications			
18.6.2	- Issuance information			
18.6.3	- Permits and license denials, with reasons			
18.6.4	- Expiration notices			
18.6.5	- Annual summary			

19.0 EQUIPMENT AND ASSET MANAGEMENT (EAM)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS EAM module must provide the following features and functions:			
19.1	RMS must provide the capacity to capture and record equipment data:			
19.1.1	- Receipt of equipment including descriptive information and any agency identifier or inventory control			
19.1.2	- Source of equipment			
19.1.3	- Issuing of equipment to unit or individual			
19.1.4	- Track equipment upon check-in or check-out			
19.1.5	- Any special equipment authorization or issuance			
19.2	RMS should accept data from external programs and sources			
19.2.1	- Bar-coding equipment			
19.2.2	- Radio Frequency ID Device (RFID)			
19.2.3	- Photographs of equipment			
19.3	Standard data outputs/ available reports from the EAM module should include:			
19.3.1	- Physical inventory report, based on varying search criteria			
19.3.2	- Physical inventory exception report			
19.3.3	- Check-in / check-out log			
19.3.4	- Equipment history log			
19.3.5	- Audit report describing lost equipment as well as replacement or disposal info			
19.3.6	- Report of equipment repair and maintenance			

20.0 PERSONNEL

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Personnel module must provide the following features and functions:			
20.1	RMS should be able to capture and record personal data regarding the agency's staff			
20.1.1	- Basic personal info			
20.1.2	- Contact information			
20.1.3	- Current assignments			
20.1.4	- Special skills			
20.1.5	- Past assignments			
20.1.6	- Promotion history			
20.1.7	- Educations			
20.1.8	- Training history			
20.1.9	- Certifications			
20.1.10	- Assigned equipment			
20.1.11	- Required vaccinations and medical baselines			

20.1.12	- Health related duty restrictions			
20.2	RMS should be able to capture and record personal data regarding the agency's training activity			
20.3	To reduce duplicate entry, RMS should accept interface data from external human resource system			
20.4	RMS data complies with HIPPA privacy requirements			
	OPERATIONAL MANAGEMENT			
20.5	RMS should draw on available data to identify potential personnel and organizational issues			
20.5.1	- Bias-based policing			
20.5.2	- Uses of force			
20.5.3	- Vehicle pursuits			
20.5.4	- Vehicle crashes			
20.5.5	- Employee injuries			
20.5.6	- Citation data			
20.5.7	- Field contact reports			
20.5.8	- Citizen complaints			
20.5.8	- Civil actions			
20.7	Standard data outputs/ available reports from the Personnel module should include:			
20.7.1	- Personnel summary, based on varying search criteria			
20.7.2	- Personnel details			
20.7.3	- Rosters			
20.7.4	- Training certification and scheduling			
20.7.5	- Monitoring compliance with state certification and re-training requirements			
20.7.6	- Health maintenance requirements			

21.0 INTERNAL AFFAIRS (IA)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS IA module must provide the following features and functions:			
21.1	RMS will store all information related to Internal Affairs investigations of alleged misconduct on the part of the agency's employees			
21.2	RMS must provide secure database for investigations			
21.3	RMS IA module must have multiple levels of security			
21.3.1	- Individuals			
21.3.2	- Group of investigators			
21.3.3	- Access to individual reports within IA module			
21.3.4	- Reporting on summary information			
21.4	RMS identifies a primary officer as responsible for completing initial IA report			
21.5	RMS may shift primary responsibility for updating the report based on assignment.			

21.6	RMS requires the following data			
21.6.1	- Offense information			
21.6.2	- Complainant information			
21.6.3	- Victim information			
21.6.4	- Suspect information			
21.6.5	- Case status			
21.6.6	- Witness information			
21.6.7	- Initial narrative / case investigation			
21.7	RMS narrative fields have unlimited amount of free-text space			
21.8	RMS should provide capability to search the narrative fields for specific words or phrases			
21.9	Supervisors can monitor investigative progress by checking case activities.			
21.10	RMS will alert a designated recipient if the subject of a query or any other RMS activity occurs regarding that party.			
21.11	RMS should provide annual summary report on the general activities of IA, without listing personal information			

22.0 ANALYTICAL SUPPORT – CRIME ANALYSIS (CA)

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS CA module must provide the following features and functions:			
22.1	RMS must provide a systematic process for collecting, collating, analyzing and disseminating crime data			
22.2	RMS should provide the capability to provide the following type of analysis:			
22.2.1	• <u>Tactical Analysis</u> – Assisting operations staff in identifying specific policing problem trends			
22.2.2	• <u>Strategic Analysis</u> – Identifies long range crime problems including crime rate variations, within geographic parameters			
22.2.3	• <u>Administrative Analysis</u> – Supporting administrative decisions based on resource allocation and to support budget development			
22.2.4	• Administrative crime analysis should include capacity to provide LE information to management and external groups and agencies			
22.2.5	• <u>Forecasting Analysis</u> – Applying tactical, strategic and administrative analysis with multiple sets of data			
22.3	RMS CA module should have the capability to query all crime data available within RMS database			
22.4	RMS should support crime/suspect correlations to show a relationship between a suspect and an offense.			
22.5	RMS CA module should have the capability to produce ad hoc reports regarding crime statistics			

22.6	RMS should include capability for accessing query interfaces using third-party tools via Open Data Base Connectivity (ODBC)			
22.7	RMS CA module may have the support tools such as			
22.7.1	- Crime mapping			
22.7.2	- Link analysis			
22.7.3	- Data mining			
22.7.4	- Spatial analysis			
22.7.5	- Temporal analysis			
22.8	RMS should support capability to aggregate crime data on various indicators.			
22.9	Standard data outputs/ available reports from the CA module should include:			
22.9.1	- General offense activity			
22.9.2	- Offense activity by day of week			
22.9.3	- Offense activity by geographic area			
22.9.4	- Current period vs previous period			
22.9.5	- Current period vs historical average			
22.9.6	- Total crimes by reporting district			
22.9.7	- Total crimes by areas/beats/zones			
22.9.8	- Total crimes by shifts / teams			
22.9.9	- Percentage change from prior periods			
22.9.10	- Crime distribution analysis reports using available crime data			
22.10	RMS CA module may have capability to present analysis data in a variety of formats including graphs, charts and other pictorial media.			
22.11	RMS should support a quality control process on incoming reports to ensure that data are correctly and completely entered.			
22.12	RMS must provide necessary information to conduct staffing assessment through time and activity quantity analysis			
22.12.1	- Staffing analysis			
22.12.2	- Shift allocation			
22.12.3	-Geographic assignment			

23.0 RMS REPORTS

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS Report system must provide the following features and functions:			
23.1	Managers must be able to query, retrieve, and display information in a variety of ways.			
23.2	Managers must be able to query on indicators, such as date of the incident, case type, and assigned officer.			
23.3	Managers should be able to produce reports from a list of standardized reports.			

23.4	Managers should be able to produce reports on an ad hoc basis.			
23.5	RMS should provide a tool that can be used to produce any number of ad hoc reports.			
23.5.1	- Ad hoc reporting will allow a user to define and create these additional custom reports.			
23.5.2	- Once created, these custom reports can be saved and run as standard reports.			
23.6	The query and data retrieval system must be integrated with the RMS security system so that the department can designate search and query types and depths by password or groups of passwords.			

24.0 RMS ADMINISTRATION

#	Description	Software Complies	Modifications Needed	Software does not comply
	The RMS system must provide the following administrative features and functions:			
24.1	RMS functions must be configurable to meet specific agency requirements.			
24.2	RMS table maintenance must be configurable			
24.2.1	- Define and maintain codes			
24.2.2	- Use associated literals for as many data elements as possible			
24.2.3	- RMS should use the code tables referenced in Global JXDM and NCIC			
24.3	RMS Geofile functions must be configurable			
24.4	RMS data management functions must be configurable			
24.4.1	- Record expungement, purging and sealing of whole or partial records			
24.4.2	- Data redaction			
24.4.3	- Data dictionary which displays and or prints the database structure			
24.5	RMS configuration should allow administrator to modify system variables such as chief executive, addresses, phone numbers, etc			
24.6	RMS configuration should allow the conditions under which an alert or notification is issued			
24.7	Standard data outputs/ available reports from the Admin module should include:			
24.7.1	- Report on users, sortable by names, access levels, password age and machine use			
24.7.2	- Report on RMS use, sortable by user log-in, frequency, total time in system, number of concurrent log-ins, machine used, and duration time-outs.			

24.7.3	- Report on failed log-ins, sortable by log-in name, number of attempts, date/time of attempt, and machine used			
24.7.4	- Report on subsystem security violations			
24.7.5	- Alerts; user-definable security violations, which generate an external message to predefined locations			

EXHIBIT D

APPROACHES QUESTIONNAIRE

A complete narrative explanation must be included for each of the various issues in the Approaches Questionnaire. This is the vendor's opportunity to explain his/her understanding of the County's requirements as described in the RFP. Careful consideration will be given to each separate response to gauge the vendor's grasp of the unique needs of the County.

- 1a. Describe any experience that your company has had with interfacing to the State of Wisconsin Transaction Information for the Management of Enforcement (TIME) - A State of Wisconsin computer based control center managed by the Wisconsin Crime Information Bureau. This system interfaces law enforcement terminals with data files, messaging and statewide broadcasts.

- 1b. Describe any experience that your company has had with interfacing with other State of Wisconsin databases and records management systems (i.e., CCAP, WIJIS, TRACS, etc.)

2. Describe the process flow of a typical incident record on your system.

3. Describe any known dependencies on specific versions of any workstation operating system objects and any known incompatibilities between the proposed system and other commonly used workstation software.

4. Describe the method by which data from the primary application software can be downloaded into word processing, spreadsheet, database management or graphics software on the LAN or PCs. For example, can a report from the primary application software be downloaded into E-Mail and sent to users on the LAN?

5. Describe the processes for monitoring the integrity and availability of the proposed system(s) the County will use for data storage and processing.

6. If multiple vendors will be providing the various systems required, please define below whom the principal vendor will be (the party that will manage the project as a whole). Also detail the method by which work will be coordinated among the vendors, and the ways in which any problems with a vendor who is not the principal vendor should be resolved.

7. Outline your proposed implementation timetable for all applications based on your experience with other customers.

8. Vendor should provide a description and diagram of the recommended production server configuration for the proposed system, including utilization of test server.

9. Explain how your proposal meets the functional requirements of the County. Why should your proposal be chosen by the County instead of the other competitive proposals?

10. Use the following page to address any other issues of which you feel we need to be aware of to evaluate your proposal.

EXHIBIT E

TECHNICAL REQUIREMENTS & CHECKLIST

* Key	<u>Description</u>
F -	Fully Provided "Out-of-the-Box",
CU -	Customization (Change to source code required)
CO -	Configuration (Setup required with built-in tools and procedures but no change in source code is required)
TP -	Third Party Software Required to Fully Provide Requirement
R -	Provided with Reporting Tool
NA -	Not Available

E.1	TECHNICAL REQUIREMENTS		
	NOTE: The vendor must complete this checklist by indicating at what level each requirement can be met. Please respond by entering the appropriate key code next to each requirement. Vendors should use the comments section to further explain how their software meets the requirement.		
Req. No.	Requirement	Key*	Comments
E.1.1	General Application Requirements		
E.1.1.1	Vendor applications are compatible, or can co-exist, with the County's technical environment (Section 3)		
E.1.1.2	Vendor proposed system is able to run concurrently with COUNTY standard workstation Windows applications (see Section 3), subject to processor and memory limitations.		
E.1.1.3	All data for the proposed system should be directly accessible from major industry standard data access tools for potential use in reporting and integration with other county systems.		
E.1.1.4	Vendor application must maintain the integrity of user data and prevents data loss or corruption.		
E.1.1.5	Vendor application must utilize graphical user interface that is intuitive to operate for both casual and experienced users.		
E.1.1.6	Vendor application must provide full keyboard access to all features, allowing users to perform the same tasks as when using a mouse, such as drag-and-drop operations.		
E.1.1.7	Vendor must acknowledge that their proposed system provides a mouse-based user interface.		

E.1.1.8	Vendor application must provide predictable output from documents. For example, in applications in which users can format data for printing, publish to the Web, or write to film, DVD, or other formats, there must be no significant differences between what users see onscreen and what they receive in the final output. When the user makes changes to a document, the results must be displayed immediately.		
E.1.1.9	The Vendor warrants that the software provided under the contract shall not contain any lock, counter, CPU reference, virus, worm, or other device capable of halting operations or erasing or altering data or programs.		
E.1.1.11	The County's client/server and web application servers are managed by Walworth County Information Services Department (WCIS). The servers are housed in a secure computer facility run by WCIS. The computer facility provides an Uninterruptible Power Supply (UPS) and a backup generator for COUNTY servers. UPS and generator access will be available for proposed new hardware. The existing COUNTY server infrastructure runs on Dell and Compaq. Veritas Netbackup, a common backup system used for all servers supported by WCIS, backs up servers. Vendor application must successfully operate in this environment.		
E.1.1.12	The proposed solution must be able to utilize the EMC SAN environment for the storage of data.		
E.1.1.13	The County shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the Vendor. The Vendor must provide free and timely upgrades to the software when published.		
E.1.1.14	Any software product(s) provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.		
E.1.1.15	Software furnished under the contract shall be capable of continuous operation.		
E.1.1.16	Any software product(s) provided under the contract shall perform unattended system and data backup operations on a user-scheduled basis.		
E.1.1.17	Vendor application should provide a browser interface for regular department employee use.		
E.1.1.18	Vendor application should provide integration with other applications, and make use of Service Oriented Architecture.		

E.1.1.19	Vendor application should provide interfaces with other applications.		
E.1.1.20	Vendor application object behavior should be consistent and use a limited set of window controls, e.g. if the same controls appear on multiple displays, they should be located in the same place and work in the same way.		
E.1.1.21	Vendor application should provide ability to assign default values for enterable fields, whenever possible. This includes defaulting user ID fields to the currently signed-on user, department fields to the current user's department, and date fields to the current date, when appropriate.		
E.1.1.22	Vendor system should allow option to present images and animated content in an alternate manner as well as translate audio communication to visual communication. Vendor system should allow individuals to control their computers through means other than a standard keyboard or pointing device, e.g. alternative keyboards, electronic pointing devices, joysticks, trackballs, touch screens, Braille embossers, and/or speech/voice recognition programs.		
E.1.1.23	Vendor application should identify or differentiate information by a means other than color.		
E.1.1.24	Vendor application should have the capability to present users with tools that are relevant in the current context, eliminating or disabling irrelevant tools. It should use progressive disclosure to reveal information as it is needed and give users the option to hide information they don't consider useful.		
E.1.1.25	Vendor should have the capability to identify individual table entries as expired and no longer usable in the entry of new records, but still valid for display of existing records.		
E.1.1.26	Vendor application functionality should provide intelligent support related to drop-down table entries. For example, it should be possible to select items in a list by clicking on the desired choice or typing as much of the item description as is needed to uniquely identify it (similar to the Microsoft Outlook address book). It should be possible to type an exact value into a table-validated field.		
E.1.1.27	Vendor application should ensure key data persists as the user moves from one screen to the next, to minimize re-entry and mistakes.		
E.1.1.28	Vendor application should provide means to validate column data by checking entered values against a list of valid values maintained in tables by COUNTY or service provider personnel.		
E.1.1.29	Vendor application should utilize meaningful abbreviations in Table structures, e.g. use of abbreviations that also displays clear descriptions of the information they represent that are intelligible to a casual user of the proposed system. The proposed system should not display codes that are meaningless or abbreviations so short as to be meaningless.		

E.1.1.30	Vendor application should provide the capability to defined COUNTY user groups to configure custom data validation rules to meet specific needs.		
E.1.1.31	Vendor application should be interoperable with other Windows applications, support Dynamic Data Exchange, support saving data in industry-standard file formats, use standard protocols for data interchange, such as XML, and provide data import and export capabilities.		
E.1.1.32	Vendor application should be capable of importing of files for mass-loading of data. Data formats should include standard delimited types that can be generated by Excel or other data tools (ex. .CSV files).		
E.1.1.33	Because users' abilities and preferences vary, application should be able to configure aspects of the interface. However, the application should provide good defaults and should minimize the need for configuration. A user's configuration should be in effect no matter what workstation they use to access the proposed system.		
E.1.1.34	Ability for licensed users to access and view client records from locations outside the practice. Wireless and web access are supported and conform to HIPAA and other security requirements.		
E.1.2 Database			
E.1.2.1	The DBMS for the proposed system should be MS SQL Server.		
E.1.2.2	Vendor application should utilize standard database back-end, e.g. SQL Server. The data tables should allow insertion of data from a third party tool, e.g. Digital Transformation Services (DTS), for at least basic setup of tables or synchronization points, e.g. vendor lists, contacts, etc.		
E.1.3 Network			
E.1.3.1	The COUNTY uses TCP/IP and Ethernet over a Local Area Network (LAN) sub netted into multiple VLANs. The network operating system is Windows 2003, using Active Directory, Domain Name System (DNS) for address resolution and Dynamic Host Configuration Protocol (DHCP) for address assignment. The backbone is Gigabit Ethernet with desktops connected at 100 megabits. There is VPN connectivity for remote access over a 3 megabit Internet circuit. There are remote locations with DSL and cable connections with minimum speed of 256Kb down and 128Kb up. Vendor application must successfully operate in this environment.		
E.1.3.2	If the proposed system interfaces to an existing user electronic mail system, the interface must be Messaging Application Programming Interface (MAPI) or Simple Mail Transfer Protocol (SMTP) compliant.		
E.1.3.3	Vendor must acknowledge their proposed system runs satisfactorily on an Ethernet network.		

E.1.3.4	The proposed system must be able to operate with an Internet connection that is currently rate-limited to 3Mb/s. 800 users share this 3 Mb/s connection.		
E.1.3.5	If the proposed system requires remote access from a mobile workstation, Vendor must describe the requirements of their proposed system's remote access from a mobile workstation.		
E.1.3.6	Vendor must acknowledge their proposed system runs on a TCP/IP network.		
E.1.3.7	The County's slowest Wide Area Network (WAN) connected site is a Digital Subscriber Line (DSL) site with 256KB down and 128Kb/s up. Vendor application must successfully operate in this environment.		
E.1.4 Security / Administration			
E.1.4.1	Security capability must exist such that access to all components of the proposed system shall be granted only to authorized users.		
E.1.4.2	Authorized users of the proposed system must be identified by a user ID and password or another means that provides equivalent or better security.		
E.1.4.3	The system manager must be able to establish new users on the system, to remove users from the system, and to set security access rights for users that both restrict and allow access to system capabilities.		
E.1.4.4	The system manager must be able to lock user accounts based on inactivity.		
E.1.4.5	The system must provide multilevel security that protects confidential records and restricts access to selected information.		
E.1.4.6	The system manager must be able to restrict access to selected system functions based on user identification.		
E.1.4.7	The security system must maintain an audit trail of staff access to records as determined by the manager.		
E.1.4.8	The system must provide an archive and restore capability that permits the selection of inactive data for storage and the removal of archived data from the active data files. The restore process must provide for selective restoration from the archive files.		

E.1.4.09	Must include a “break-the-glass” option for emergency access to access restricted data. This function must have an audit trail.		
E.1.4.10	Vendor must provide to the Agency five (5) sets of Operation and Instruction Manuals. Each manual shall include as a minimum:		
	- A detailed index for reference.		
	- Bound within a common loose-leaf, hardback binder, indexed, dated, numbered and organized for convenient reference. A copy of the System Documentation shall provided electronically on CD and also be available on-line.		
	- Instructions will be compiled, including step-by-step instructions for start up, operations and update of all applicable systems.		
E.1.4.11	If the proposed system connects to the Internet, an industry accepted level of encryption must be used for data transmissions.		
E.1.4.12	The proposed system must not transmit user ID’s or passwords in clear text.		
E.1.4.13	If the system resides in Walworth County’s secure computer facility and remote access to the system is required, access will be provided through a Virtual Private Network (VPN) with two (2) factor authentication. Remote Vendor access for support must be accomplished through secured methods.		
E.1.4.14	Vendor application security must effectively block unauthorized users from accessing the application by any means.		
E.1.4.15	Application should have capability to assign supervisor approval authorization to system reports and possibly other activities in the system. Once a report has been approved, it should not be possible for a user to update or delete it without further supervisor approval.		
E.1.4.16	Application should allow user to logon to the proposed system simultaneously at more than one workstation. Vendor should describe their proposed system’s functionality in this arena.		
E.1.4.17	The proposed system should disable a user account if a defined number of unsuccessful logon attempts are made within a defined time period.		
E.1.4.18	If the proposed system is to reside in Walworth County’s secure computer facility, the proposed system should use Microsoft’s Active Directory for user authentication and authorization.		
E.1.4.19	The proposed system should support the current COUNTY standard of an eight or nine-character alpha or alphanumeric user ID.		
E.1.4.20	Vendor system should allow users to change their passwords.		

E.1.4.21	Vendor system should provide the capability to establish a user account that requires the password be changed the next time the user logs on.		
E.1.4.22	Vendor system should provide the capability to set rules for password strength. It should restrict users from reusing recent passwords.		
E.1.4.23	Vendor system should have the capability to expire user passwords after a set time period.		
E.1.4.24	The password field should require alphanumeric values at a minimum of five (5) characters long. Vendor system's password format should allow COUNTY to specify the minimum password length.		
E.1.4.25	Vendor system should limit access to individual system functions and reports to authorized users.		
E.1.4.26	Vendor application should provide the capability to track (audit) user activity.		
E.1.4.27	Protected information stored on a portable workstation or hand held data device should use an industry standard level of encryption. Vendor system should protect data on portable workstations or hand held data devices, e.g. a Personal Digital Assistant (PDA) or Universal Serial Bus (USB) Flash Drive.		
E.1.4.28	Vendor application should automatically log users off of the application running on a workstation after a defined period of inactivity on that workstation.		
E.1.5 Server Software			
E.1.5.1	Vendor application must permit operating system patching and updates, and allow for a system restart when a patch or update requires it.		
E.1.5.2	The proposed system must be able to operate on Microsoft Windows 2003 Server with Service Pack 1.		
E.1.5.3	Vendor application must cooperate satisfactorily with Microsoft Systems Management Server and Microsoft Operations Manager, as well as with HP, Compaq and IBM hardware management agents.		
E.1.5.4	Vendor application must operate on Microsoft Internet Information Server, 2003.		
E.1.5.5	Vendor application must cooperate satisfactorily with the COUNTY's current antivirus software and permit automatic antivirus definition updates. The current antivirus software is Symantec Version 10.x.		
E.1.5.6	Any web application components of the proposed system should use .NET 2 framework.		

E.1.6 Backup			
E.1.6.1	Vendor systems that are located in the COUNTY computer facility and managed by the COUNTY for backup and recovery are required to utilize the Walworth County back up facility. Walworth County will use the following backup system: Veritas Netbackup in conjunction with an IBM 3583 LTO2 tape library.		
E.1.7 Interfaceability			
E.1.7.1	Support of nationally accepted interface and messaging standards. Ability to exchange data reliably and securely with outside entities.		
E.1.7.2	Capability to interface and exchange data with industry standard query tools		
E.1.8 Implementation Requirements			
E.1.8.1	The system specified in the contract shall be considered ready for testing upon receipt of documentation from the Vendor that a successful system audit or diagnostic test was performed at the site demonstrating that the system meets the minimum design/performance capabilities stipulated in the purchase agreement.		
E.1.8.2	Storage space on the systems must be sized sufficiently to retain five years of data on line.		
E.1.8.3	The Vendor must guarantee that the recommended hardware configuration shall meet the functional needs of the Agency for the first two years of operation.		
E.1.8.4	Vendor shall include in the implementation plan the process for loading data into reference tables, such as users, roles, formulary, etc.		
E.1.9 Support			
E.1.9.1	Vendor shall provide application availability and technical support on a 24/7 basis.		
E.1.9.2	Vendor must provide application support by phone (toll-free), fax, and e-mail during normal business hours (8:00 A.M. - 5:00 P.M.CST, M-F).		
E.1.9.3	Upon completion of any maintenance or support call, the Vendor shall provide the agency with a signed service report that includes, at a minimum: a general statement as to the problem, action taken, and the number of hours required to complete the task, if it is a billable activity.		

E.1.9.4	Vendor system should have capability to automatically update software, e.g. new versions, from the server to workstations where users do not have Admin rights at the workstation level.		
E.1.9.5	Vendor system should have capability to provide a test environment so COUNTY users can test new versions of the proposed system without affecting the production environment.		
E.1.9.6	Vendor training should utilize a methodology for user training on the proposed system without affecting the production system's data. Any actions in the test environment should not affect the availability of the training environment. However, the training environment may share hardware used by the production or test environment.		
E.2	Requested Technical Information NOTE: Vendor should address these information requests with concise answers and to the best of their ability.		
Req. No.	Requirement	Comments	
E.2.1	Application		
E.2.1.1	Vendor should describe any known dependencies on specific versions of any workstation operating system objects and any known incompatibilities between the proposed system and other commonly used workstation software.		
E.2.1.2	Vendor should describe the ways in which the proposed system can be configured by individual local users or COUNTY IT staff.		
E.2.1.3	Vendor should describe how workflow can be configured by authorized users. Workflow elements may include, but are not limited to, report initiation, report validation, report approval and report distribution.		
E.2.1.4	Vendor should provide cost information for all server and workstation application licenses for users for both the production and test environments.		
E.2.2	Requested Information Relative to Protecting Walworth County Data		
E.2.2.1	Vendor should describe the safeguards/security features in place to protect the COUNTY's data. Are Redundant Array of Independent Disks (RAID) configurations used for storage systems? If so, what RAID levels are used?		
E.2.2.2	Vendor should describe how often full and incremental data backups are performed, as well as retention policies for backup media?		

E.2.3 Database		
E.2.3.1	Vendor should describe their policy for applying security patches	
E.2.3.2	Vendor should describe the processes for monitoring the integrity and availability of the proposed system(s) the County will use for data storage and processing.	
E.2.3.3	Requests for system documentation from the successful Vendor may include Entity Relationship Diagrams for the database and a definition of the purpose and content of each table and data element. Vendor should describe any prerequisites the company has for releasing this information.	
E.2.4 Network		
E.2.4.1	Vendor should indicate the available network bandwidth required for each active user, or the bandwidth required for a given number of users.	
E.2.5 Support		
E.2.5.1	Vendor should provide a description and diagram of the recommended production server configuration for the proposed system.	
E.2.6 Workstation		
E.2.6.1	Vendor should indicate the minimum required and recommended workstation monitor resolution for the proposed system. Vendor should also indicate the minimum required and recommended workstation video card specifications.	

EXHIBIT F

CORPORATE and REFERENCE INFORMATION

Proposal must include the resumes for the vendor's key personnel.

Vendor Name _____
Address _____
City/State/Zip _____
Contact - Title _____
Phone _____
Facsimile _____
Email Address _____

APPLICATION SOFTWARE

Corporate Office

Local Office

Firm Name: _____

Location
(street, city, state, zip): _____

Contact: _____

Telephone: _____

E-Mail Address: _____

Fax: _____

Length of Time in Business _____

Number of Installed Accounts _____

Size of Full-Time Support Staff _____

Number of Personnel Trained
to Support Recommended Equipment _____

Location of Support Personnel
(street, city, state, zip) : _____

Annual Revenue Last Three Years:
2005 - _____
2006 - _____
2007 - _____

Annual Research &
Development Expenditures:
2005 - _____

2006 -
2007 -

Hardware Concentration
(Manufacturer)

What Hardware Platforms
Do You Support?

What Equipment Do You Use In-House
To Test / Develop The Application Software?

REFERENCES
(Please list at least 10)

Software
Applications
Installed

Date of
Initial
Installation

Make/
Model
CPU
Installed

Name:

Address:

Population:

Phone:

Contact:

2

Name:

Address:

Population:

Phone:

Contact:

3

Name:

Address:

Population:

Phone:

Contact:

4

Name:

Address:

Population:			
Phone:			
Contact:			
5			
Name:			
Address:			
Population:			
Phone:			
Contact:			
6			
Name:			
Address:			
Population:			
Phone:			
Contact:			
7			
Name:			
Address:			
Population:			
Phone:			
Contact:			
8			
Name:			
Address:			
Population:			
Phone:			
Contact:			
9			

Name:			
Address:			
Population:			
Phone:			
Contact:			
10			
Name:			
Address:			
Population:			
Phone:			
Contact:			
Name:			
Address:			
Population:			
Phone:			
Contact:			
Name:			
Address:			
Population:			
Phone:			
Contact:			

EXHIBIT G

Software, Professional Services and Maintenance Costs (Excel Worksheet)

Schedule 1: Summary

Summary of Total Software, Professional Services, and Maintenance Costs

Cost Categories	Proposed Cost in RFP	Explanation/Notes Attach additional sheets, if necessary
Software License Fees (Schedule 2)		
Professional Services (Schedules 3, 4, & 5)		
Implementation Services (Schedule 3)		
Data Conversion and Interfaces Estimate (Schedule 3)		
Training (Schedule 4)		
Travel and Other Costs (Schedule 5)		
Hardware Costs (Schedule 6)		
Total Cost During Project Period	\$	

1st Party Maintenance Fees

Period	Proposed Cost in RFP	Explanation/Notes Attach additional sheets, if necessary
Year One (indicate point at which maintenance fees are due)		
Year Two		
Year Three		
Year Four		
Year Five		
Year Six		
Year Seven		
Year Eight		

Total 3rd Party Application Software 1st Year Maintenance Fees	
Total 3rd Party System Software 1st Year Maintenance Fees	

Assumptions/Additional Comments

List here the maintenance & support starting point (e.g., 10% of license) and annual caps in growth (e.g., lower of x% per year or inflation). Also list all other assumptions and use additional space if necessary.

Please check all cell formulas!!

Schedule 2: Licensing Fees

Detailed Licensing Fees By Module

Modules Provided Directly by Vendor (1st Party)	Proposed Cost in RFP	Basis for Licensing*	# of Users/ Other**	Fee Per User/Other	Explanation/Notes (if necessary)***
Sheriff Records Management System					
Master Indices					
Calls for Service					
Incident Reporting					
Investigative Case Management					
Property & Evidence Management					
Warrant					
Arrest					
Jail Management					
Juvenile Contact					
Traffic Accident Reporting					
Citation					
Field Contact					
Civil Process					
Protection Orders & Restraints					
Permits & Licenses					
Equipment & Asset Management					
Fleet Management					
Personnel					
Internal Affairs					
Analytical Support (Crime Analysis)					
Department Policies Related to Records Management					
RMS Reports					
(change module names and/or add more rows if necessary)					
List Price Subtotal	\$				
Less Discount					
Discounted Subtotal					
Third-Party Application Software, e.g., e-prescriber (List Individually)					
List Price Subtotal	\$				
Less Discount					
Discounted Subtotal					
Third-Party System Software, e.g., dbms (List Individually)					
List Price Subtotal	\$				
Less Discount					
Discounted Subtotal					
Total Proposed Software Licensing Costs	\$ -				

*Indicate basis on which software is licensed, e.g., concurrent user, named users, order lines

**** # of users or other Quantity basis for licensing. This should be consistent with the "Basis for Licensing" column.**

*****Attach additional notes (if needed) to provide full explanation.**

Schedule 3: Professional Services

Estimated Professional Services By Implementation Phase and Activity for Certification Process

1. Estimated Vendor Hours and Cost

	Data Conversion			Interfaces			Mods & Customizations			Custom Report Dev.			All Other Implementation Services			Total	
Phase**	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Cost
Design																0	\$ -
Build (configure & code)																0	\$
Testing & Go-Live																0	\$
																0	\$
																0	\$ -
(add additional cells if needed)																0	\$ -
Total	0		\$ -	0		\$ -	0		\$ -	0		\$ -	0		\$ -	0	\$ -

* Please use (and specify) the proposed blended rate for each phase.

**These are generic terms that should be able to correspond with any implementation methodology

2. Assumed County Hourly Participation (Please input the estimated "Hours" only)

	Data Conversion			Interfaces			Mods & Customizations			Custom Report Dev.			All Other Implementation Services			Total	
Phase	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Rate *	Cost	Hrs	Rate **	Cost	Hrs	Cost
Design																	
Build (configure & code)																	
Testing & Go-Live																	
(add additional cells if needed)																	
Total	0.00			0.00			0			0			0.00			0.00	

Schedule 4: Training Costs - Estimated Cost of Training by Area***

1. Core Training Hours and Costs By Trainee**

Class	# of Students	Project Team Training		Total County Project Team Training Hours Spent	
		Hours	Cost/ Hr	Cost	
Total	0	0		\$0	
Class	# of Students	End User		Total County Hours Spent	
		Hours	Cost/ Hr	Cost	
Total	0	0		\$0	

Class	# of Students	Other Training*			Total County Other Training Hours Spent
		Hours	Cost/ Hr	Cost	
Total	0	0		\$0	

Totals	
Total Hours of Training Provided:	0
Total Cost of Training Hours:	\$0
Total County Hours Spent on Training Activities:	0

*Please identify the nature of any "other" training proposed.

**If training sold only on a per-class basis, please indicate as such in "Assumptions/Additional Comments" box below.

Provide hours in table anyway.

***If training strategy includes use of generic introductory classes offered by the software vendor at off-site location please be sure to include the cost thereof.

2. Additional Training Costs

Item	Quantity	Unit Cost	Total Cost
Grand Total			

3. Total Training Costs

Total Core Training Costs + Additional Training Costs	
---	--

Schedule 5: Travel & Other Costs
Travel and Other Costs

Category	Phase I Cost	Phase II Cost	Phase III Cost	Total Cost
Total	\$ -	\$ -	\$ -	

Schedule 6: Hardware Costs

Hardware	Base Cost	Third-Party Cost	Optional Cost	Total Cost	Hardware Description
Application Server					
Database Server					
Test Server					
<i>Subtotal</i>	\$0	\$0	\$0	\$0	
Total	\$-	\$-	\$-		

Base=Hardware costs for base functionality; Third-Party=Hardware costs for Third-Party software; Optional=Hardware costs for optional functionality.