City of Pearl, Mississippi

<u>Request for Proposal:</u>

Public Safety Software Solution
for the
Police Department

September 2021

Proposal Deadline: October 20th, 2021

Requested by:

Frank Hutton
IT & Communications Director
City of Pearl, Mississippi

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Introduction

The City of Pearl Mississippi, by way of the Information Technology Department, (ITS) is issuing this Request for Proposal (RFP) for the purpose of soliciting vendor proposals for a secure, browser based Public Safety Computer Software System (the system) to serve the current and projected needs of the Pearl Police Department. The offeror's software shall be designed inside ASP.NET framework and utilize modern industry standard development platforms, such as SQL Server, Windows Server, etc. The proposed software is required to have the ability to work inside the Samsung DEX environment for remote applications. The application software configuration must comply with all the specifications as outlined in this RFP.

The Police Department intends to seek the best solution, based on the representative criteria contained in this RFP, for its Public Safety Software needs. The successful vendor will seek to establish a turnkey, integrated software environment for the PD, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems software, technical training, conversion, maintenance, and services support.

The city requests that responding vendors propose the following applications and services:

- Computer Aided Dispatch
- Records Management Service
- Evidence & Case Management
- Booking Management
- Court Management
- Mobile CAD / RMS / E-Ticket
- Onsite training and support
- Post training – on and off site

The PD desires to contract with a single vendor for its software solution to include but not limited to software installation, maintenance, conversion, customization and support. The PD shall evaluate the software in its entirety as a complete solution, by evaluating each individual module. Based on the evaluation, one vendor shall be selected. The Pearl Police Department may require customizations to software modules to fit department needs or to meet requirements of this RFP, the vendor will work with the Police Department to make necessary changes to the software, at the Vendor's expense.

NOTE: The software and support sought is for critical municipal operations, which cannot experience software failures and support issues which jeopardize record keeping, or which unduly hampers or interferes with the successful performance of such operations without distractions or inconvenience attributable to the functioning of software. The software sought will seamlessly operate as expected and represented, free of freezes, bugs, multiple request to support, and time delays.

The selected vendor will strive for a project completion and implementation date one (1) year from written notice to proceed.

Vendor inquiries are to be directed to the City's IT and Communications Director, Mr. Frank Hutton.

One original and two copies of the proposal will be accepted until 4:00 pm. on October 20th, 2021**. The proposal must be clearly marked "Public Safety Software System Proposal," signed by an officer of the company, submitted to and addressed on the outside as follows:**

> Mr. Frank Hutton
> Information Technology Department
> c/o City Clerk's Office
> 2420 Old Brandon Road
> Pearl, MS. 39208

It is the responsibility of the Offeror to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the City Clerk's Office by proposal closing time, will be returned, after receipt, unopened to the Offeror.

Vendor shall also submit a current financial statement (Audited) if requested by the City.

Proposals will be opened and read aloud at 9:30 a.m. on October 21st, 2021 in the board room located inside City Hall**.** Submitting vendors are not required to attend, but attendance is encouraged.

Proposals submitted must be binding for no less than ninety (90) days after the date received and no Vendor may withdraw its proposal within ninety (90) days after the actual date of the opening thereof.

The City intends to select the proposal that, in its opinion, is the best proposal for which is in the best interest of the City and not necessarily the lowest cost proposed. The City reserves the right to reject any or all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any or all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for the evaluation. In addition, to accept the proposal deemed to be in the best interest of the City, i.e., the most qualified proposal, will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal for any or all items separately or together.

Award of Contract - The final award of the contract will be made by the Governing Authorities of the City of Pearl.

Confidentiality of Documents - Proposals shall be opened to avoid disclosure of contents to competing Vendors and kept secret during the process of negotiation. However, all proposals that have been submitted shall be open for public inspection after contract award. Trade secrets and confidential information, as specified by the vendor, contained in the proposals shall not be open for public inspection. However, information which the vendor designates as trade secret or confidential must be clearly marked as such. Information which is not clearly vendor designated as trade secret or confidential shall be deemed to be not trade secret and not confidential and subject to disclosure.

Contact with City Employees - In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the Information Technology Director, or his designees, so named in this RFP. Contact with any other City employee is expressly prohibited without prior consent of the person so named herein. Vendors directly contacting other City employees will risk elimination of their proposal from further consideration.

SCHEDULE OF RFP EVENTS

RFP Issuance Date: September 22, 2021
Proposal Due Date: 4:00 p.m. October 20, 2021
Proposal Opening Date: 9:30 a.m. October 21, 2021
Contract Award & Approval: November 2, 2021

Response Format

The RFP Response should be organized in the following order:

Cover Letter
1.0   Executive Summary
2.0   Company Background
3.0   Information included from the General Proposal Instructions & Questionnaire
4.0   Application Software Specification Chart
5.0   Training Information
6.0   Support and Maintenance
7.0   Hardware Specifications
8.0   Cost Summary
9.0   Terms & Conditions

Additional Service Information for Appendices

1. Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology peculiar to a project of this type.

2. Company Background

The Company Background should provide vendor information including, but not limited to:

- Company Headquarters Information
- Complete list of products provided by the Vendor
- Financial Statement
- Percentage of Public Sector clients
- Company Awards and Merits (if any)
- Number of Years in Public Sector Software
- Total number of Public Safety Clients
- Total number of Employees with breakdown of responsibilities
- Software evolution and direction
- Occasions, if any, within last five (5) years on which Company was barred or banned from a bid or RFP process and an explanation of the circumstances.
- Occasions, if any, within last five (5) years on which Company was notified of the termination of the Company's services and an explanation of the circumstances.

3. Client References

Vendor must supply at least three (3) sites that are currently using a similar system. ***This reference list is mandatory***.

4. Application Software Specification Chart

Please answer the provided Application Specification Chart as thoroughly as possible. Please include cost information in the Cost Summary section of your RFP Response.

Application Software Specification Response Format Instructions:

Please select the appropriate box in the column to the right of the feature/function statement. Explanations and Comments must be stated on the corresponding Appendix page as referenced in the column header. If a line item is "Not Available", further explanations must be provided in the Appendix section associated with each titled section and line item. Should an explanation or comment be necessary, please enter the following example in the last column of the specification worksheet. Example: "Reference Appendix B: Line 4". Please label and separate each comment by paragraph on the appropriate appendix.

Each row should have only one check box marked. Blank rows will be scored as Not Available.

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
General Requirements				
1	CAD must be part of a modular public safety suite of software to include LE Records, Mobile and Field Reporting.			
2	All modules must be integrated to increase information sharing and reduce duplication of effort.			
3	The software must utilize an industry standard relational database structure.			
4	CAD must utilize Microsoft SQL Server 2012 or higher as the backend database management system.			
5	The server application must operate on MS Windows 2012 Server or higher.			
6	The system must provide for mandatory use of agency-specified "codes" in most fields such as Call for Service (CFS) type, call disposition, etc.			
7	The system must provide a list of valid codes for certain "coded" fields.			
8	The operator is able to select a code from the list, at which time the system enters the code into the field.			
9	All code tables must be able to be updated by the agency's personnel – no requirement for programmer or vendor intervention to maintain any configuration or settings.			
10	CFS and Unit information must be accessible through ad hoc query searches with an internal query tool and report writer.			
11	Standard CAD Reports can open directly in MS Excel.			
12	The application administration functions can be performed by any agency designated person and does not require technical skills.			
13	The application provides module level security using agency and roles.			
14	System must be able to accommodate up to **99** CAD Dispatcher/Call Taker workstations.			
15	System must be able to accommodate up to **750** Mobile units.			
16	System must be able to accommodate at least **500,000** annual calls for service.			
	The CAD software must support:			
17	Ad Hoc Reporting via MS Excel			
18	Be-On-the-Lookout (BOLO) processing			
19	Businesses and Places			
20	Call for Service (CFS) Processing			
21	Configurable CAD Workspace and Templates			
22	Modern Windows UI with ribbon toolbar			
23	Integrated Esri Mapping			
24	Premise/Alert and Hazard Notifications			
25	System-wide Global Files (Master Indexes)			
26	Service Vehicle Rotation System			
27	Unit Recommendations			
28	Text Paging			
29	Automatic Vehicle Locator (AVL) Display			
30	CAD Unit Status Monitor			
31	CAD-to-CAD Event Transfer			
32	Multi-Jurisdictional CAD (all disciplines)			
33	Rip-and-Run Printing/Email			
34	Integrated Shift Management			
35	Importing roster from Kronos Telestaff			
36	State/NCIC Transactions			
CAD System Workspace				
37	Any name entered by a Call Taker/Dispatcher must provide the capability to be associated or added to the RMS master name database.			
38	The Call Taker/Dispatcher position must be capable of being either local or remote.			
39	The system must flag all incidents/calls that require a report submitted by the officer.			
40	The software must separate the CAD CFS number from the RMS Incident and RMS Case.			
41	The user must be able to access a command line within the call entry window; CAD must support multiple command lines.			
42	The system must provide the ability to attach special response information to any CFS type desired by the agency. This must be automatically displayed when the specified call type is selected.			
43	The system must provide the ability to view cleared calls.			
44	Cleared call processing must have the appropriate security, defined by the agency, to prevent unauthorized modification and viewing.			
45	The system must have the ability to reactivate cleared calls and allow additional activity/dispatching of units to the original CFS number.			
46	The CAD call entry window must show the closest cross-streets.			
47	The CAD call entry Window must allow jacket and global vehicle processing.			
48	The CAD call entry Window must allow for a non-E911 person to be added or deleted.			
49	The CAD call entry window must a visual indicator on the tabs if the tab contains information.			
50	The CAD call list must allow users to customize the grid layout.			
51	The CAD call list must allow for filters to be set, displaying just one type or any combination of call types (police, fire, EMS).			
52	The CAD Quick Entry Call must support multiple license plates and driver's license numbers.			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
53	The software must allow multiple Unit Status lists to be opened with different configurations.			
54	The software must have a list of values that can be used to facilitate the data entry process, such as abbreviations, directions, status codes and quick prompting			
55	The CAD system must support shortcut or "hot" keys for quick navigation.			
56	The software must have the ability to set up permissions for all components.			
57	Software must restrict users from operating in any agency unless authorized.			
58	Components must have the ability to restrict individual users or groups.			
59	Components cannot be changed or deleted by users.			
60	The software must support role-based security templates, which are defined by name.			
61	System must support both user and password maintenance.			
62	Passwords must never be displayed.			
63	The system administrator must have the ability to easily create users.			
64	The application must allow for Microsoft Active Directory integration across domains; the application user ID and password would be managed by Active Directory.			
65	The system administrator must have the ability to easily change passwords.			
66	A user's password can be changed but must not be displayed to the system administrator.			
67	A user's password must be encrypted when stored in the database.			
68	Application permissions can be associated with a user or a role.			
69	The software must automatically date and time stamp all CFS and unit activity in CAD.			
70	The software must allow supervisors/power users to reset passwords without access to system administrator features or other user authentication functions.			
71	The software must provide a purge for the system log.			
72	The software must support both client and server logging.			
Call Processing				
73	E911 calls must automatically generate and populate the call entry window with all known data (e.g., address, venue, registered name, phone number, etc.) based on the ANI/ALI information.			
74	The Call Taker screen must capture a minimum of information, including: call type, agency, status, phone number, address, cross street, nature of call, unlimited narrative and caller/complainant names.			
75	The system must provide agency-defined security features to restrict commands and usage for each user.			
76	Once a Call Taker enters the minimal information about an incident it must be immediately available for dispatch or other CAD users			
77	The Call Taker must provide the option to put an unlimited number of partially completed call(s) on hold to retrieve at a later time.			
78	When the Call Taker enters additional information to a current incident, the system must forward the updated communication to the Dispatcher. Dispatcher must be alerted to call updates by a visual indicator in the call control window.			
79	The Call Taker must have the ability to override geo-based addresses and have the system document overridden addresses.			
80	The Call Taker must provide easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.			
81	The system must alert all the appropriate Dispatchers when the call is ready for			
82	Multiple Call Takers and Dispatchers must be able to work on the same call simultaneously.			
83	The Call Taker must be able to enter individual unit activity.			
84	The software must allow an unlimited number of Call Takers.			
85	The system must allow for the Supervisor to view any Call Taker position on demand.			
86	The system must be able to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit as needed			
87	The system must be able to display a list of all scheduled calls.			
88	The system must allow for agency-defined call types.			
89	Call Types can be configured with a primary discipline (P/F/E) or none.			
	When a CFS type is defined, the agency must be able to define default values for:			
90	Priority Indicator			
91	Default Status			
92	Alert Duration			
93	Report Required			
94	Call Type Timer			
95	Primary Agency (P/F/E)			
96	The icon displaying the CFS type on the map must be agency defined.			
97	Unit recommendations must be agency-defined based on configurable response plans.			
98	The software must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.			
99	The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.			
100	When a rerouted unit is cleared, it must automatically be sent back to the original call.			

	Computer Aided Dispatch	**Fully Compliant**	**Not Available**	**Appendix A Reference**
101	Command line entry must be agency defined.			
102	Commands used in the command line must be agency defined.			
103	The command line must support all unit and call functionality.			
104	State/NCIC transactions can be run from the CAD application.			
105	State/NCIC transactions use agency-configurable forms/masks.			
106	State/NCIC transactions can run automatically from the call subject or vehicle information.			
107	State/NCIC responses can be parsed for critical text and notify the dispatcher.			
	The system must be able to add the following vehicle information to a CFS:			
108	VIN			
109	State			
110	Plate			
111	Color			
112	Model			
113	Condition			
114	Year			
115	Description			
116	Style			
117	The software must allow users to match a vehicle already entered into the system.			
118	Vehicle information can be sent to State/NCIC automatically.			
119	As the call is being entered, any potential associated active call must be made known to the Call Taker/Dispatcher.			
120	The system must automatically track all activity by updating a CFS if dispatch updates any resource working that call.			
121	Information about intersections, areas, sections, hydrants, etc., must be easily displayed based upon the entered address.			
122	The Call Taker/Dispatcher/Officer working the call must be notified of any known hazards or alerts based on the location, subjects or vehicles.			
123	CAD must create an agency-specific incident number for all responding agencies that is easily displayed.			
124	The system must provide capability to create additional incident numbers for the CFS.			
125	All narrative entered into an incident must be immediately available to everyone working the CFS.			
	The following information must be displayed or maintained with each CFS:			
126	NCIC Transactions			
127	All persons or businesses associated with the call			
128	Special Response Information			
129	Unit Recommendation			
130	All Associated Vehicles			
131	Call and Unit Log			
132	GIS information to include response areas			
133	Associated and Linked Calls			
134	Alerts, Hazards, and Call History			
135	Narrative			
136	Call Questionnaire (agency configured based on call type)			
137	Dispositions			
138	Service Vehicle Rotation			
139	The system must allow a CFS to be canceled prior to dispatching it, and record that activity showing a cancelled CFS.			
140	The system must provide the Call Taker/Dispatcher with a visual indicator if a CFS type has an associated questionnaire.			
141	The software must support CAD commands and descriptions that can be maintained by a system administrator.			
	The following CAD functions must be available to be mapped to agency-defined commands that can be run on any CAD command line:			
142	Activate Mode of Operation			
143	Add Call Disposition			
144	Add Call Stack			
145	Add Unit Disposition			
146	Add Unit To Cross Staffing Group			
147	Alert Search			
148	Call Type Timer Check In			
149	Cancel Call			
150	Change Call Location			
151	Change Dispatch Position			
152	Change Status of All Units on Call			
153	Change Unit Personnel			
154	Change Unit Status			
155	Clear Call			
156	Clear Call Change Trackers			
157	Clear Units Assignment			
158	Close Command Line			
159	Copy Call			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
160	Create Call from Alarm Permit			
161	Create Case Number			
162	Cycle Command Line			
163	Disassociate Call			
164	Dispatch Unit to Location			
165	End Unit Pursuit			
166	Exchange Units			
167	Execute UI Command			
168	Global Subject Search			
169	Launch EMD			
170	Load Template			
171	Make Primary Unit on Call			
172	Move Up Unit			
173	New Call			
174	New Narrative			
175	New Quick Call			
176	New Unit Log Entry			
177	Notepad Search			
178	Purge E911 Queue			
179	Remove Call Links			
180	Remove Unit Dispositions			
181	Remove Units from Cross Staffing group			
182	Report Fire Controlled			
183	Request Incident For Call			
184	Reroute Unit			
185	Return Unit to Cross Staffing group			
186	Run NCIC Form			
187	Run NCIC Query			
188	Search Cleared Calls			
189	Search Location Alerts			
190	Send Call Page			
191	Send Chat Message			
192	Send Custom Page			
193	Set Ready for Dispatch			
194	Set Standby Unit			
195	Show Call			
196	Show Call in Default Window			
197	Show Call Stack			
198	Show EMD Summary			
199	Show Recommendations			
200	Show Unit Detail			
201	Show Unit Log			
202	Show Unit Personnel			
203	Start Track Unit			
204	Stop Track Unit			
205	Test Tone (tone encoders)			
206	Transfer Call			
207	Update Call			
208	Update Unit Check In			
209	Update Unit Dispatch Location			
210	Update Unit Information			
211	Update Unit Location			
212	Update Unit Secondary Location			
213	Update Unit Station			
214	Update Unit Timer			
215	Update Unit Vehicle Number			
216	Zoom to Call			
217	Zoom to Point			
218	Zoom to Unit			
219	E911 calls must automatically generate and populate the call entry window or E911 queue with all known data (e.g., address, venue, registered name, phone number) based on the call-in number.			
220	The dispatch screen must provide quick and easy access to all CFS information, specifically type, agency, status, phone number, address, cross street, nature of call, unlimited narrative and caller/complainant name(s).			
221	The system must provide the option to set up a dispatch position as Law Enforcement only, Fire only, EMS only, combined Fire and EMS, or combined Law Enforcement, Fire and EMS.			
222	Multiple call takers and dispatchers must be able to work on the same call simultaneously.			
223	The call list must display all calls that are assigned to a dispatch position.			
224	The system must provide agency-defined security features to restrict commands and usage for each user.			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
225	The software must provide dispatchers with access to all unit recommendations and unit commands based on Law Enforcement, Fire and EMS access security.			
226	The software must provide the ability to access any CAD function based on authorized security.			
227	The system must provide the ability to filter (e.g., include or exclude) types of calls from the call list.			
228	All dispatch positions can have access to all call types.			
229	The software must automatically dispatch stacked calls in order when a CFS is cleared.			
230	The system must automatically alert the dispatcher of a possible duplicate call when two calls provide addresses that are in close proximity to each other; radius defined by the agency.			
231	The software must provide agency-defined check-in times for officers to increase safety. When an officer exceeds the allotted time, the software must visually and audibly display a warning alerting the Dispatcher. The reminder must provide an override/reset feature.			
232	The software must provide agency-defined dispatch timers based on CFS type and priority. The software must visually display a warning alerting the Dispatcher that too much time elapsed without assigning a unit(s) to the call.			
233	The software must provide the Dispatcher with easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.			
234	Officer initiated quick call and traffic stop call entry functions must be accessible from the dispatch position.			
235	The software must allow for officer initiated quick calls and traffic stops to be created as a regular incident/call.			
236	Provide address/location verification against a common Esri geodatabase.			
237	Supports common names (building, business, landmark, places, etc.).			
238	Common Names are maintainable within the application.			
239	Provides street name suggestions to Call Taker with a drop-down list as the user types.			
240	Provides intersection suggestions to Call Taker with a drop-down list as the user types.			
241	Intersecting streets can be entered in any order.			
242	The software must allow Dispatchers to override address geo-validation, run priority and unit recommendations.			
243	The software must support an unlimited number of dispatch positions.			
244	The system must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.			
245	The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.			
246	A call list must display active CFS information			
	The call list must filter and sort based on the following:			
247	Dispatched Calls vs. Non-dispatched Calls			
248	Discipline (Police, Fire or EMS - any combination)			
249	Agency			
250	Specific Coverage or Response Areas			
251	Priority			
252	Unit Number			
253	Call Type			
254	Location and/or Common Name			
255	CFS Number			
256	CAD Position			
257	Dispatchers must be able to quickly dispatch units from a displayed list of available units in the call list.			
258	The system must be able to dispatch units and perform call taking activities			
259	All Dispatcher/Call Taker positions must be able to filter calls by agency including or excluding specific agencies.			
260	The system must provide an integrated Esri mapping solution with the ability to plot incidents/calls and the units on a street map. The plotting of the incident/unit information must be a by-product of normal dispatch. The Dispatcher must be able to control the map from within the CAD display as to zoom, pan and layer control.			
261	CAD GIS data must be maintainable using Esri desktop applications.			
262	System supports layers on the map, which can be turned on or off based on the level of detail required.			
263	All primary dispatch functions must be accessible from the map.			
264	Map must include a command line.			
265	The system must be able to change a unit's status from the Command Line or Unit Status monitor window			
266	To dispatch a unit, the software must allow the user to drag and drop a unit to the call list.			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
267	From the unit control panel, a dispatcher must have access to a list of available calls and dispatch the units to calls.			
268	The software must provide Supervisors with the ability to easily support Call Takers and Dispatchers from their own display station, as needed.			
269	The software must provide Supervisors with complete access to unit assignments and replacements features.			
270	When a Supervisor fills in for a Dispatcher or Call Taker they will have the ability to perform all call-taking and dispatching operations.			
271	The software must provide Supervisors with the ability to track CFS by Dispatcher using assigned calls or by area.			
272	The software must provide Supervisors with the ability to maintain command and functional access for Call Takers and Dispatchers, allowing CFS assignment transfers.			
273	The software must provide Supervisors with the ability to maintain single and combined CFS types (each discipline gets their own call type).			
274	The software must allow Supervisors to easily maintain police unit assignments and unit replacements.			
275	The software must allow Supervisors to easily maintain police patrol assignments and patrol backups.			
276	The software must allow Supervisors to easily maintain unit timers used for officer safety.			
277	The software must allow the entry of alerts or hazards on an as-needed basis.			
278	Alert types are agency defined and can be proximity based.			
279	Alerts can be based on locations, persons, businesses and vehicles.			
280	The software must require first name, last name and ID number to enter an agency personnel record.			
281	The software must support maintaining personnel records by ORI/FDID and ID number.			
282	Personnel records require additional permissions to access.			
283	Personnel maintenance can display a picture of the employee on the initial screen of the personnel record.			
284	Each personnel record must support multiple education/training records with agency-defined course codes.			
285	Personnel records must support the attachment of other documents.			
286	The personnel record must support multiple assignments and require assignment date and type.			
287	The personnel record must support multiple issued equipment records and require issued date, item type and quantity.			
288	The software must allow for a universal way to search for and select officer ID numbers throughout the applications.			
289	The software must provide chat messaging across CAD, Mobile, RMS and JMS.			
290	The software must provide a separate message screen that shows all Call Taker, Dispatcher and Mobile Computing messages sent to the Caller Taker/Dispatcher.			
291	The software must allow a CAD user to send and store messages to other users, groups or mobile units.			
292	The software must allow a message to be sent to multiple recipients.			
293	The software must allow a user to see all unread messages or all messages in the last 24 hours.			
294	System can archive messages without deleting them.			
295	System Administrators must have the ability to search for any message regardless of message state.			
296	The software must be able to log all messages.			
297	The software must automatically schedule CFS for future dispatch to help manage special events, such as parades, funeral details, prisoner transport, etc.			
298	The software must be able to display a list of all scheduled calls.			
299	The software must allow a user to manually activate a scheduled call.			
300	Authorized users must have the ability to activate a scheduled call at any time.			
301	The software must support location override for scheduled calls.			
302	The software must allow units to be assigned to multiple calls at the same time.			
303	The software must allow a user to view a unit's call stack to see what call the unit is on, and what calls the unit will be handling next.			
304	The software must have only one call that is active per unit.			
305	The software must support configuration by agency of mobile alert types, export call types, call type disposition, and associated call types.			
306	The agency must be able to define and associate a questionnaire to each CFS type, as needed by the agency.			
307	If a CFS type has an associated questionnaire, the system must provide the Call Taker/Dispatcher with a visual indicator.			
308	The software must have an unlimited number of questions, and an unlimited number of pre-set answers for each question.			
309	Once the current question of the questionnaire is answered, the *next* button is			
310	Once a question is answered, the "Previous" button is enabled.			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
311	The questionnaire(s) must have the ability to have the responses selected from a pre-set list of valid answers from a pull-down window or entered as a free-form text.			
312	The questionnaires must allow for an answer to a question to change the priority and the status, as well as add sub-questions to further detail the response.			
313	The questionnaire must provide the ability to prompt the user to change the CFS type based on a question's response. This is not an automatic or mandatory change, but a prompt.			
314	The questionnaire must have the ability to create a default synopsis of the questionnaire, which is updated as questions are answered.			
315	When the questionnaire is closed or saved, the default synopsis is stored in the narrative of the call.			
316	The software must allow users to continue to view/use the call while the questionnaire is being answered.			
317	The software must only allow one questionnaire narrative entry at a time, because if the user changes answers to questions, the current synopsis narrative will be updated with the current synopsis.			
318	CAD client can operate as stand-alone client and continue basic dispatch operations without network connectivity or CAD server access while in Catch-Up mode.			
319	Provides mechanism to back enter CFS with correct date and times.			
320	Must provide security to limit access to CAD catchup functionality.			
321	Allows for blocking out of incident numbers by agency as needed.			
322	User only needs to enter the number of incidents to catchup; they do not need to know starting or ending incident numbers.			
323	Narratives can be entered in catchup and reflect the actual event.			
324	Alert settings include show icon, flash icon, show desktop alert, and show map alert.			
325	The software must alert the Call Taker, Dispatcher and/or Officer of previous CFS at a location.			
326	The software must alert the Call Taker, Dispatcher and/or Officer if an active warrant exists for any person at the location or for the caller/complainant.			
327	The software must alert the Call Taker, Dispatcher and/or Officer if any gun permits are at the location or guns are registered to the caller/complainant.			
328	The software must alert the Call Taker, Dispatcher and/or Officer if the caller/complainant is a known offender, a suspect in an open case, or a career criminal.			
329	The software must alert the Call Taker, Dispatcher and/or Officer if hazardous material is stored at a location.			
330	The software must alert the Call Taker, Dispatcher and/or Officer if there is any serious medical information concerning a person at the location.			
331	The software must alert the Call Taker, Dispatcher and/or Officer if the location has an associated vacation check or house watch.			
332	The software must alert the Call Taker, Dispatcher and/or Officer if the location is a known narcotics location.			
333	The software must alert the Call Taker, Dispatcher and/or Officer if a building pre-plan or geo-file information exists for the location.			
334	The software must alert the Call Taker, Dispatcher and/or Officer if orders of protection are associated with the location and/or caller/complainant.			
335	The system must provide the ability to reactivate an alert in the event an expired alert needs to be reactivated.			
336	The software must alert the Call Taker, Dispatcher and/or Officer if a unit has gone over its allocated time, as setup for the CFS type to increase officer safety.			
337	The software must have the ability to set a timer for CFS types based on priority. This timer alerts the dispatcher that an agency-specified time has elapsed and no units have been assigned to the called.			
338	The software must provide automatic alerts to the Call Taker, Dispatcher and/or Officer on an as-needed basis.			
339	The software must allow the user to create an alert with a category, description, and duration of time and an assigned priority for the alert.			
340	The software must allow a note pad function that allows CAD users to type in any unlimited text and store the text within CAD.			
341	The software must support a subset of note information by type.			
342	The software must allow a document to be attached to a note via standard document controls.			
343	Note pad entries must be date/time stamped.			
344	Note pad entries can be deleted.			
345	The software must allow note pads to be edited and deleted only by authorized users.			
346	The software must allow rip and run reports to be sent to a printer or via email.			
347	The software must have the ability to determine when rip and run reports are sent and the format of the report.			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
348	Rip and Run information can be sent multiple times based on multiple triggers (when dispatched, at scene, return to station, etc.).			
Unit and Apparatus Processing				
349	The software must allow the creation of response plans to define Law Enforcement, Fire and EMS unit recommendations that are used to dispatch units based on the CFS type and location.			
350	Supports cross-staffing for Fire/EMS units.			
351	Law Enforcement unit recommendations must be incident type specific and allow for multiple levels of backup.			
352	Law Enforcement unit recommendations must support different unit types (i.e.,, one-man, two-man or K-9) to respond to a CFS based on the incident type, priority and in-progress flag.			
353	The software must support changing the unit's assigned primary police beat during the shift.			
Maintenance on units must allow entry of the following:				
354	Agency-based Unit Type			
355	Response Areas (Beat/Quadrant/District/Station)			
356	Radio Number			
357	Number of crew required			
358	Vehicle Number			
359	Capabilities			
360	Cross-Staffing			
361	Personnel			
362	All Law Enforcement, Fire or EMS unit activity must be captured as part of the unit log.			
363	The Law Enforcement, Fire or EMS unit recommendation maintenance must maintain operating procedures on each incident type.			
364	All Law Enforcement, Fire or EMS unit personnel activity must be captured in a unit personnel log.			
365	The software must allow agency-defined icons to represent unit types.			
366	Unit Recommendations can be proximity based and can display unit ETA.			
367	Proximity-based recommendations use the street attributes, road closures and other GIS information.			
368	Fire/EMS recommendations must incorporate backup units, move up and stand by units, and backup stations.			
369	Proximity response plans, routing and ETA calculations leverage Esri network analyst and available GIS data so information is based on "real-world" factors.			
370	CAD must support dynamic unit recommendations where if a better unit fit becomes available after initial dispatch, the system will provide a notification to the dispatcher.			
371	The system must allow the agency to define an icon for each type of unit as defined by the agency.			
372	All unit statuses can be defined by agency.			
373	The software must allow the setup of unit timers and call timers.			
374	The software must generate a unit log, showing all actions that unit had taken.			
375	The unit log must show date/time of entry, status, action, CFS #, CFS type, CFS location and unit location.			
376	Response plans can be configured as proximity based, to prefer proximity, or area			
377	The software must allow the user to assign a priority to the CFS and enter the date/time range that the response plan is active.			
378	The software must allow the user to define units or unit type/stations to a CFS based on Fire district (quadrant) and CFS type.			
379	The software must allow a user to define alarm levels for response plans.			
380	The software must allow for multiple backups so that if the first backup is unavailable, the system will check for the next available backup.			
381	The software must have the ability to add special response narrative for response plans.			
382	The Supervisor must be able to maintain unit response plans as needed.			
383	The software must allow units on a response plan to be placed in the dispatched or other defined status.			
384	CAD must display unit recommendations with the unit/apparatus ETA.			
385	The software must allow the creation of exception and location-based response plans.			
386	The software must be able to handle multiple levels of alarm responses.			
387	Response plans must be able to use unit type, unit, capability, equipment or skills in determining unit recommendations.			
388	The system must allow for recommending units by proximity-based dispatching utilizing the agency's GIS data to determine unit ETAs.			
389	The system must provide the ability to recommend units based on agency-defined capabilities such as Haz-Mat, Foam, Lift capabilities, etc.			
390	The system must provide the ability to recommend units based on agency-defined personnel skills (Spanish speaking, rope rescue, hostage negotiation, etc.).			

	Computer Aided Dispatch	Fully Compliant	Not Available	Appendix A Reference
391	The system must provide for creating alternate response plans (disaster mode) based on agency-defined modes of operation such as storms, wildland fires, or earthquakes.			
392	The system must provide for easy entry of agency-defined response plans that can be associated to multiple areas and call types (eliminate duplicate data entry).			
393	The software must allow multiple unit lists to be opened with different configurations based on CAD workspace template.			
394	The software must provide the ability to filter or subset the list in the unit list.			
395	The software must allow to subset by agency type, allowing the selection of multiple agency types within any unit list.			
396	The software must allow the user to drag and drop a unit from the unit list to a call on the call list.			
397	The software must allow a user to change a unit's status, open the unit's call stack and reroute a unit within the unit list via a mouse click.			
398	From the unit list, a user must be able to get a list of all available calls and dispatch the unit to the call.			
399	An option must be available to determine if the unit will display on the unit list if the unit is not on a call.			
400	The software must allow the agency to modify the statuses that a particular unit can be assigned.			
401	The software must automatically refresh the unit list when information is updated.			
402	Unit recommendations can be specific to the CFS type and allow multiple levels of backup.			
403	Police unit recommendations must provide for different types of units, such as one-man, two-man or K-9, to respond based on the CFS type, priority and in-progress flag.			
404	A primary police beat can be assigned to a unit at the beginning of a shift or automatically assigned as part of shift management and changed at any time as needed.			
405	The software must be able to swap or exchange one unit with another, and record that the first unit was initially dispatched, and then exchanged with the second unit.			
406	All Law Enforcement, Fire or EMS unit activity must be captured in a unit history database.			
407	The system must provide access to the unit recommendation process as part of the incoming call.			
408	The software must maintain operating procedures (special response information) on each CFS type.			
409	The software must to maintain all agencies, including dispatched agencies and non-dispatched agencies.			
410	The software must create agency-specific incidents for a particular ORI/FDID.			
411	The software must have the ability to generate an incident number for mutual aid agencies.			
	CAD should support the following standard reports that can be accessed via a browser:			
412	Alert Listing			
413	BOLO Listing			
414	CAD Log Listing			
415	Daily CFS Detail			
416	Daily CFS Summary			
417	Dispatch Threshold			
418	Dispatcher Log			
419	False Burglary Alarm			
420	Officer Dispatch			
421	Officer Location			
422	Officer/Unit Status Inquiry List			
423	Service Vehicle Log			
424	User Access			
	CAD should provide the following standard reports using analytical data cubes that can be displayed using MS Excel:			
425	Briefing Listing			
426	Building Watch Listing			
427	Calls by Hour			
428	Calls by Month			
429	Call by Priority			
430	Officer Log			
431	Unit Status Time Report			
432	Overridden Address Report			
433	Personnel History			
434	Unit AVL Report			
435	Unit Status Response Analysis			

	CAD Mapping	Fully Compliant	Not Available	Appendix B Reference
1	The software must have mapping capability to plot CAD calls and the units on a map.			
2	The plotting of the call and unit information must be a by-product of normal dispatch.			
3	The CAD map uses a standard windows toolbar.			
4	The CAD mapping toolbar (ribbon) must be customizable			
5	CAD Mapping uses standard Windows Help functionality.			
6	The dispatcher must be able to control the map from within the CAD display as to zoom, pan and layer control.			
7	All primary dispatch functions must be accessible from the map.			
8	The map must have agency defined and maintainable layers that help identify real-time critical information, such as unit status and call type.			
9	The software must allow for the layers on the map to display automatically based on the zoom level.			
10	Map layers must be able to be turned on or off manually.			
11	The software must provide the ability to dispatch by placing the cursor on the unit or the map.			
12	The software must provide the ability to easily change unit status and dispatch units right from the map window.			
13	For each call for service type, the icon that displays on the map for that call type must be agency definable.			
14	The map must display only the units within the dispatcher's assigned ORI or beat.			
15	Standard right-click options must be available to map control. Examples include center map on the unit; override unit time; check-in unit; change status; and go-to command (to send a unit to a different location).			
16	The map must provide a tool tip on the unit displaying the unit ID and unit location when mouse-over the unit.			
17	The map must provide a tool tip on the CFS, which must display the CFS number, the CFS location, and the CFS type when rolling the mouse over the call.			
	Map must support the following functions (via right click or toolbar):			
18	Previous View			
19	Find Location			
20	New Call Here			
21	Directions from Here			
22	Directions to Here			
23	Zoom to Call			
24	Create simple or complex roadblocks			
25	Create Map Event			
26	Create Map Hyperlink			
27	Enable Clustering			
28	Show Map Scale			
29	Show Coordinates			
30	Show Unit Latency (for AVL Units)			
31	Show Unit Direction of Travel (for AVL units)			
32	Show in Pictometry			
33	The CAD Mapping must meet the guidelines set forth by the FCC regarding wireless carriers to provide information about a caller as part of the 911 call.			
34	The software must have the capability to receive latitude and longitude information via the E911 interface.			
35	The software must have the capability to enter latitude and longitude of the caller's location in the CAD call entry Window.			
36	The software must retain the latitude and longitude as original call location if the call taker changes the location to an actual address.			
37	The software must plot the lat/long location on the map control panel using a special icon to designate a cell phone call.			
38	The software must provide the ability to draw a shape or a buffer around a call or location with a user entered description.			
39	The software must have the ability to plot, with agency-defined icon, known activity (e.g.,, street closures, parades, construction, etc.).			
40	The software must have the ability to open the CFS from the map.			
41	Map data updates must not require CAD being in a restricted or "down" state			
42	Map must support both a street centerline and an address point layer for location verification			
43	The CAD map must support the configuration of a map document which controls the default map view.			

CAD Mapping	Fully Compliant	Not Available	Appendix B Reference
44 The GIS map must be Esri based using an SDE instance within MS SQL Server			
45 The CAD map must also provide a view for address verification in a separate window			
46 The CAD map must work as a window within the CAD workspace or as a "floating" window to maximize the available screen display.			
47 CAD mapping must support map templates for easy configuration and restoration of map settings			
48 Must allow both a default zoom level and a custom zoom level for users			
49 CAD mapping must provide a "find location" function that supports both physical locations as well as common names and intersections.			
50 Users must be able to add a call for service into CAD from the map			
51 Users must be able to go to any call for service from the map using a right click or context menu.			
52 Map should support a command line that a user can turn on or off.			
53 Users can display "breadcrumbs" to identify tracks of AVL equipped units.			
54 CAD map has functionality for user to measure distance or area on the map.			
55 Mapping should allow a user to identify any GIS attribute from any map layer.			
56 CAD mapping must support finding the nearest address to a location. If a E911 phase II call is entered, the CAD map must be able to resolve the closest physical location to the coordinates to aid first responders.			

GIS	Fully Compliant	Not Available	Appendix C Reference
1 Software solution must be built on the Esri platform			
2 Support the Enterprise Level of ArcGIS Server (ArcSDE).			
3 Provide support for Pictometry Imagery.			
4 Supports Esri geodatabase replication.			
5 GIS data can be stored locally on CAD and Mobile clients (GIS functionality available without server connectivity) using Esri map package functionality.			
6 The GIS data can be updated without impacting production operations.			
7 The system shall provide a mechanism to "activate" any GIS updates for both CAD and Mobile.			
8 The system shall utilize ArcViewSDE for map generation.			
9 The system must be able to upgrade to the most current versions of ArcMap, ArcSDE and SQL Server as those versions become available and are deployed.			
10 The system shall support definable map symbology.			
11 Support the customization of how maps are displayed within the Vendor's solution by use of Esri's .MXD files.			
12 Provide the same advanced routing capabilities as available through Esri's Network Analyst. Must be fully integrated into CAD solution.			
13 Support the use of Esri's Dynamic Display technology for high performance display of Units, CFS, etc., on the CAD Map.			
14 Support a Services Oriented Architecture.			
15 Support the use of a common Enterprise Geodatabase.			
16 Support Multiple Locator Services for geocoding.			
17 Support multiple map documents for CAD, RMS, and Mobile.			
18 Support the use of scale tolerances for map layers to allow certain layers to appear at appropriate zoom levels.			
19 Support the ability to use agency-defined icons for units, CFS, etc., in the software.			
20 Support the use of Hyperlinks within the CAD Map.			
21 Supports proximity dispatch, routing and ETA using Esri technology.			
22 Can leverage the centerline attributes as part of the network dataset for routing, ETA, and driving directions.			
23 Ability to enter an address on a map and find directions between two locations			
24 Ability to display shortest route from point-A to point-B (i.e.,, street network routing), and highlight quickest route, including directions based upon roadway/access availability (e.g.,, construction, detours).			
25 Ability to highlight on the map the recommended route from current location to a dispatched incident site.			
26 The mapping application must include the ability to provide mobile units with routing information to a dispatched incident from their current GPS/AVL location.			
27 Routing to an event uses street impedances to factor fastest route.			

GIS	Fully Compliant	Not Available	Appendix C Reference
28	Must provide both turn-by-turn and route indicator on map.			
29	CAD must provide a driving directions toolbar which launches a directions window for easy navigation, allowing the directions to "float" over the map.			
30	Auto Routing must support both units to calls and from call to call.			
31	The auto routing feature must use a "find route" function that allows both text-based driving directions and a visual route line on the map.			
32	Routing accounts for unit/apparatus details (height, weight, turn radius) in conjunction with street impedances.			

CAD AVL	Fully Compliant	Not Available	Appendix D Reference
1	CAD AVL must be integrated with vendor's Mobile solution.			
2	Must support various GPS devices based on NMEA standards.			
3	Must provide configurable icon to track unit on map.			
4	Must capture unit and incident location as part of playback feature.			
5	AVL Playback must use the integrated CAD map and not require a separate map.			
6	AVL Playback must allow selection of specific unit(s).			
7	AVL Playback must allow selection of date/time ranges.			
8	AVL Playback must show the unit location, coordinates and speed for each stored AVL transmission.			
9	AVL Playback must show active incidents within the selected date/time range.			

BOLO'S	Fully Compliant	Not Available	Appendix E Reference
1	The software must support BOLOs for vehicles, including make/model and narrative.			
2	The software must support BOLOs for people, including attributes for sex, race, height and narrative.			
3	The application must be configurable to select specific incident types for inclusion.			
4	The application must provide log in functionality.			
5	Users must log into a inquiry screen that defaults values but allows user to expand search for more information.			
6	Works with briefing notes allowing user to include incident narratives if desired.			

Service Vehicle Rotation	Fully Compliant	Not Available	Appendix F Reference
1	The software must quickly and equitably send wreckers, tow trucks or other service vehicles to a specific location.			
2	The software must setup wrecker response based on geographic coverage, hours of operation, type of equipment or service required, as well as company's place in the dispatch sequence.			
3	The software must maintain a database of service vehicle providers that want to maintain a rotation schedule.			
4	The software must show where in the rotation a provider is placed if a special event occurs when attempting contact.			
5	The software must automatically position the second company in the first position when the first company is selected.			
6	The software must allow the user to dispatch the next company, when unable to reach the first company in line, without moving the first company to the bottom of the rotation sequence.			
7	The software must generate a service vehicle log and service rotation listing.			
8	The software must be able to display service vehicle areas on the CAD map as a separate layer.			
9	The system must provide Wrecker/Ambulance Rotation software to help Dispatchers dispatch a wrecker or private ambulance to a call.			
10	Service vehicle types must be configurable by agency.			
11	Service vehicle rotation must be fully integrated with the CAD map using map polygons to represent areas for easy maintenance.			

	CAD Interfaces	Fully Compliant	Not Available	Appendix G Reference
CAD Pager Interface				
1	The software must automatically send a page to dispatched personnel with basic CFS information once an incident is dispatched in CAD.			
2	The software must send text pages, using freeform text, to field personnel with alphanumeric pagers.			
3	The software must send text pages to groups of pagers.			
4	The software must allow for the entry and maintenance of pagers or groups of pagers that have been added to the pager software.			
5	CAD Paging must support numerous paging protocols to include: Standard TAP, SMTP, SNPP and WCTP.			
6	Paging must provide the CAD CFS details in the body of the text page including location, coordinates, closest intersections and narrative.			
7	Paging should allow configuration of the paging message including "literals" that would allow agencies to define their own label for fields in the page.			
8	Configuration for paging must be available from unit maintenance to allow easy setup of group pages			
9	Paging must be supported from the Command Line in CAD.			
10	Paging must be supported from the unit response recommendations window.			
11	CFS types must support automatic paging so that certain dispatch events will be paged without user intervention.			
12	Access to paging functions must be controlled by the application security.			
13	Paging maintenance must support drag and drop functionality to quickly and easily configure paging groups.			
14	The CAD application will provide a separate "Send Page" window for users to send text pages outside of a CFS.			
15	The "Send Page" window should provide a drop-down list of individuals and groups that can be paged allowing the user to quickly select from the list.			
16	Users will be able to view unit attributes from anywhere in CAD and see which paging group the unit is assigned to			
E-911 Interface				
17	The E911 interface must provide an interface between the ANI/ALI controller and the CAD system.			
18	E911 should support most ANI/ALI controllers and industry standard E911 formats such as 30W and ALI GTE.			
19	The E-911 interface must transfer ANI/ALI information into the CAD software, either by means of a call queue and/or automatically populating a call for service data entry window.			
20	Fields transferred into CAD must include the following:			
21	Call received date and time			
22	Telephone number			
23	E-911 Address			
24	Special Instructions			
25	Phone subscriber information (Residence, Business, Cellular, PBXB, etc.).			
26	The E-911 interface must be Cellular Phase I and Phase II compliant.			
27	In the event of Cellular Phase II calls, the CAD System shall provide users the ability to locate the nearest address directly from the CFS data entry window, without having to utilize the map.			
28	With a Cellular Phase II call, the CAD system will allow users to locate the nearest address to the call coordinates using the map.			
29	The interface must automatically link E911 data into the computer system via a communications port to a multi-user, multi-tasking workstation.			
30	The CAD software must be able to load data directly from an E911 system.			
31	The system must be able to accept data from a caller ID system.			
32	The interface must provide the ability to transfer and maintain the following data elements from the phone company's database to the CAD system:			
33	The interface must accommodate changes in the ANI/ALI layout without requiring programming or vendor modifications			
34	Time of Call			
35	Date of Call			
36	Customer Name			
37	House Number			
38	House Number Suffix			
39	Street Name			
40	Zone (ESN)			
41	City/Community			

CAD Interfaces	Fully Compliant	Not Available	Appendix G Reference
42	Class of Service			
43	Operator Position			
44	The interface must accommodate changes in the ANI/ALI layout without requiring programming or vendor modifications			
45	The interface must provide the ability to discriminate between class of service on the telephone ALI record and appropriately handle the class of service field on the CAD screen.			
46	The interface must allow for validation checks against:			
47	Address verification file			
48	Active CFS			
49	Previously entered hazards			
50	Activate various checks in an E911 control file			
51	Cell phone capability to plot caller location			
52	EMS Questionnaire			
53	AVL			
54	Building Watch			
55	Ability to Lookup Personnel History			
56	Accept or Override Priority			
57	Unlimited Filter Capability			
58	Maintain user configured Window preferences			
59	Check Subject, Vehicle and Location master files			
60	Ability to Add Narrative to Call			
61	The E911 interface must provide support for emerging NG 911 standards and provide a framework for IP-based communication.			
Tone Encoder Interface				
62	The tone encoder interface must support Zetron 25, 26, and IPFSA tone encoding			
63	The tone encoder interface must support Westnet First In and ComTech station alerting systems			
64	Tones must be automatically sent from the unit recommendation window			
65	CAD must provide an option to send tone information from unit recommendations			
66	Toning must be provided using a web service framework for easy troubleshooting			
67	Toning interface must support sending hexadecimal codes and/or text as required by the encoder			
68	The system must provide the capability of sending tones to encoder devices that can control Fire station doors, alarms and pages.			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
General Requirements				
1	The RMS must fully integrate with the CAD software and be provided by the same vendor. Full integration must include automatic, seamless transfer of critical information between CAD, Fire, Mobile Computing and RMS. Examples include transfer of CAD incident information to RMS, and transfer of hazard information associated with persons and locations to alert dispatchers of potentially threatening situations for officers.			
2	The software must have multi-jurisdictional environment capabilities.			
3	The software must have a tabular design, allowing access to multiple layers of the system from the same screen.			
4	Ability for multiple users to be logged onto the system and use the same applications simultaneously.			
5	The software must be compliant with current Web Browser standards, while adhering to UI/UX design best practices			
6	All software modules must have the ability to access the same master name records.			
7	Authorized agency staff must be able to modify or adjust commonly altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer.			
8	Standard toolbar functionality must include buttons that allow users to do the following:			
	Create new records			
	Open existing records			
	Save records			
	Delete records			
	Copy records			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
	Print records			
	Access online Help			
9	The software must allow for users to open and use multiple Web browsers or tabs.			
10	The software must be able to associate codes to more than one location or panel when the same validation table entries are used in multiple locations.			
11	The system must use consistent validation table processing.			
12	The system must allow for agencies to define values within each validation table.			
13	Ability to assign alternate values to validation set values in order to tie specific data elements to various software functions, including, but not limited to, report generation and data matching with other ORIs and third-party software.			
14	All applications must integrate tightly with each other to permit the greatest operator and system efficiency.			
15	The software must provide a one-time, single-point system of data entry that allows information to be accessed from other applications.			
16	The software must provide a basis, such as a report wizard, for preparing various statistical and analytical reports.			
17	The software must allow users to create and store ad-hoc reports.			
18	The software must directly output from a data search to a printer upon user request.			
19	The software must provide the capability to add unlimited narrative to records, to ensure all critical information is captured.			
20	The system administrator must be able to identify the individual who last entered or updated any transaction as well as the date and time of the modification.			
21	The software must track user activity (i.e., the addition, modification, viewing, and deletion of records) and record the following for each incidence of such activity: user name, access type, date, time, record key and device.			
22	The RMS software must have the ability to run in a virtual server environment, including both Vmware and Microsoft Hyper-V.			
23	The software must provide inquiry capability for all employees based on profile and password security.			
24	The software must have UCR and IBR compliance capability.			
25	The software must be NIBRS compliant.			
26	The base RMS software must support:			
	Accidents			
	Arrests			
	Business Registry			
	Case Processing			
	Incidents			
	Federal Reports (UCR/IBR)			
	Geo-Address Verification			
	Impounded Vehicles			
	Incident Tracking			
	Known Associates			
	Master Name Processing			
	Personnel/Training			
	Property and Evidence Tracking			
	Traffic Tickets & Citations			
	Wants and Warrants			
27	The following optional modules must also be available:			
	Alarms			
	Bookings			
	Briefing Notes			
	Registered Offenders			
	Case Management			
	Registered Offenders			
	Equipment/Inventory			
	Field Interviews			
	Gangs			
	Permits			
	Hazardous Materials			
	Narcotics			
	Orders of Protection			
	Pawn Shops			
	NCIC Interface			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
RMS System Security			
1 The software must provide component (e.g., modules, entry screens) and report (e.g., case reports, ticket reports) security to permit and restrict user/user group rights.			
2 The system administrator must have the ability to set up, grant or deny, user/user group permissions for all components, including add, change, delete, view/use, and execute permissions.			
3 The system administrator must have the ability to restrict security components by individual user or user group.			
4 Security components cannot be changed or deleted by unauthorized users.			
5 The system administrator must have the ability to create and maintain authorization templates (which are defined by name).			
6 Authorizations must be tied to user login and corresponding confidential password.			
7 Passwords must never be displayed.			
8 The system administrator must have the ability to easily create system users.			
9 The system administrator must have the ability to easily change passwords.			
10 Although the administrator can change user passwords, the actual passwords must not be revealed to the system administrator.			
11 User passwords must be encrypted when stored in the database.			
12 Ability to require at least one number, symbol, and/or letter in user passwords.			
13 Ability to require password expiration after an administrator-defined number of days.			
14 Ability to define a minimum and maximum password length.			
15 Ability to lock users out of the system after an administrator-defined number of invalid login attempts.			
16 Authorized users can set individual document permissions. These permissions are goverend by user roles. Permissions can only be removed from a user role, not added. Example, if a user role did not have access to delete documents, they can not be added when applying individual document permisisons.			
17 The software must provide the ability to restrict access to specific information/features.			
18 The software must restrict access to specific records by review level.			
19 The software must provide inquiry capabilities for all employees based on profile and password security.			
Agency Maintenance			
1 Record numbering can be configured for system counter and/or manual entry.			
2 Ability to configure departmental structures as a representation of the operational hierarchy specific to an agency.			
3 Ability to configure the availability and display order of non-system required sections on a module record's view.			
4 Ability to configure the requirement, availability, and layout of non-system required fields in a module record's view.			
5 Ability to create user-defined fields specific to a module section that is shared amongst all agencies and of type:			
Checkbox			
Date			
Date/Time			
Decimal			
Hyperlink			
Enumeration			
Numeric			
Text Area			
Text box			
Time			
Validation Sets			
6 Allow admins to optimize data entry workflow in the software through specialized configuration of sections and fields.			
7 Ability to configure the email server, system admin email, default system email address, and SMTP port number for a specific agency.			
8 Able to configure the email settings to use SSL for a specific agency.			
9 Allow agencies to create activity types for global records.			
System Maintenance			
1 Ability to configure the system to enable remote system integration			
2 Ability to configure the Date and Time format of the system.			
3 Ability to configure the time-out duration for all record locks in the system.			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
4	Ability to define base alert types in the system that can be inherited and configured by each agency for their specific alert definitions.			
5	Ability to set up and configure email groups.			
6	Ability to configure the email server, system admin email, default system email address, and SMTP port number for the application system.			
7	Able to configure the email settings to use SSL for the application system.			
8	Ability to create Incident groups by type that can be leveraged in the system for reporting and search features.			
9	Ability to configure the maximum NCIC request number.			
10	Ability to configure the Property Room Evidence Barcode and Inventory Number auto-start values.			
11	Define reciprocal relationships between members of the Known Associates validation set in the system.			
12	Enter and maintain the name, description, and type (scar, mark, tattoo) of identifying features utilized throughout the system.			
Master Name Requirements				
1	The software must use the master name concept and contain all information collected on a person or business, as well as all associated activities, in a single master name record.			
2	The software must provide a listing of all activities in which a person has been involved, including those related to arrests, jail releases, tickets, warrants, cases, incidents, accidents, gangs, vehicles and guns.			
3	Ability to display an image of the subject within the master name record, whether by capturing an image with a digital camera or by uploading an image from a camera, computer disk or any TWAIN32-compliant imaging device.			
4	The master name record must be accessible from the following modules:			
	Accidents			
	Alarms			
	Alerts			
	Arrests			
	Bookings			
	Buildings			
	Registered Offenders			
	Case Management			
	Cases			
	Equipment/Inventory			
	Field Interviews			
	Gangs			
	Global Vehicles			
	Permits			
	Impounded Vehicles			
	Incidents			
	Narcotics			
	Orders of Protection			
	Pawn Shops			
	Property Room			
	Tickets and Citations			
	Wants and Warrants			
5	Ability to enter and maintain the following master name record data elements:			
	Name (First, Middle, Last, Suffix)			
	Address (City, State, Zip Code)			
	Age/Race/Sex			
	Associated Names			
	Affiliation			
	Physical Description			
	Scars, Marks or Tattoos			
	Date of Birth			
	Driver's License Number			
	Driver's License Expiration Date			
	Driver's License Characteristics			
	Social Security Number			
	Personal Information			
	Handicaps			
	Inmate Number			

Records Management System		Fully Compliant	Not Available	Appendix H Reference
	Department Arrest Number			
	Mug Shot Number			
	FBI Number			
	Local Identification Number			
	State Identifier Number (SID)			
	Military Service Number			
	Identikit Number			
	Alias (Multiple Types)			
	Nickname (Street Name)			
	Place of Birth			
	Occupation			
	Home Phone			
	Work Phone			
	Cell Phone			
	Employer Name and Address			
	Fingerprint Classification Number			
	Marital Status			
	City, County, Country and Place of Birth			
	Illegal Alien			
	School			
	Religion			
	Citizenship			
	Associated ID Numbers			
	Modus Operandi/Crime Specialties			
	Known Associates			
	Contact Information			
6	The software must eliminate the need to duplicate any information already entered.			
7	Once a master name record is created, authorized users must be able to update any basic data fields and add or modify other information as needed.			
8	Ability to cross-reference the master name record to all other records associated with an individual.			
9	Ability to restrict name activity access by jurisdiction.			
10	Ability to edit and merge duplicate master names.			
11	The software must restrict access to Master Name Index to authorized users only.			
12	The software must store narrative associated with a name and display it upon inquiry for that name.			
13	The software must link multiple addresses to a master name record and date all changes to an address.			
14	The software must associate previous address records with a date of address change, along with the person that changed the address.			
15	The software must have the ability to check all coded entries in the master name record for validity at the time of data entry.			
16	The software must automatically check a name against the list of outstanding warrants and notify the user.			
17	Users must have the ability to search for and obtain details on any type of record associated with the individual master name record, such as:			
	Arrests			
	Known Offenders			
	Known Associates			
18	Users must have the ability to search for master name files based on any of the following criteria:			
	Name			
	SSN			
	Date of Birth			
	Height or Height Range			
	Weight or Weight Range			
	Hair Color			
	Eye Color			
	Physical Characteristics			
	Combination of Parameters			
	Race			
	Sex			
	Identifying Clothing			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
19	The software must treat common business names like McDonald's as a master name record.			
20	Ability to easily copy master name records, e.g., to use in other jurisdictions.			
21	Ability to locate subject records via Soundex (first, middle, last name).			
22	Ability to perform field level auditing within a master name record.			
Incidents				
23	The software must capture and store data from an officer's field report, including the associated report narrative.			
24	The software must allow authorized users to update and maintain incident records with new information as needed.			
25	Ability to apply user security to incident entry, search and all incident related reports.			
26	Ability to enter supplemental reports.			
27	Ability to index incident records by incident number.			
28	Ability to enter and maintain information on any type of incident/criminal activity.			
29	Ability to correct previously entered incident data in the case data entry screen.			
30	Ability to enter and maintain the following general incident record data elements:			
	Incident Type			
	Call Date/Time			
	Call Source			
	Status			
	Priority			
	Associated Case Number			
	Nature of the Call			
	Caller Name			
	Incident Location			
	Reporting District			
31	Ability to enter and maintain multiple officer narratives.			
32	Ability to view related special response information, as entered and maintained in CAD.			
33	Ability to enter and maintain associated calls, as entered and maintained in CAD.			
34	Ability to enter and maintain information about associated units and personnel.			
35	Ability to view a call and unit logs, i.e., lists of the calls and units associated with the incident.			
36	Ability to enter and maintain information about the vehicles associated with the incident.			
37	Ability to view a list of other incident numbers associated with the incident, as entered via CAD.			
38	Ability to enter and maintain information about all persons associated with the incident.			
39	Ability to enter and maintain associated dispositions.			
40	Ability to display and view a list of other records associated with the incident.			
41	Ability to generate multiple incident related reports for statistical crime analysis.			
42	Ability to associate property with an incident.			
Case Processing				
43	Ability to apply user security to case entry, search and all incident related reports.			
44	Ability to pull data from an existing incident record.			
45	Ability to update and maintain case records with new information as needed.			
46	Ability to enter supplemental reports.			
47	Ability to index case records by case number, which may be the same as the originating incident number.			
48	Ability to enter and maintain case records on any type of incident or criminal activity.			
49	Ability to track multiple crimes within a single master case record.			
50	Ability to cross-reference and link multiple related offenses to a specific case record via its case number.			
51	Ability to automatically create a case record upon entry of the crime report data.			
52	Option to automatically generate year-based case numbers.			
53	Ability to correct previously entered incident data in the case data entry screen.			
54	Ability to enter and maintain the following case record data elements:			
	Incident Type			
	Occurred Location			
	Hate Bias Information			
	Criminal Activity			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
	Entry and Exit Methods/Points			
	Date/Time of Occurrence			
	Date of Reported Occurrence			
	Multiple Crime/Offense Codes			
	Type of Arson Reported			
	Type of Theft Reported			
	Status of the Complaint			
	Disposition/Date of the Complaint			
	Multiple MOs of the Crime			
	Attempted Crime			
	Type of Weapon			
	Type of Tool			
	Codes for the Type of Scene of the Crime			
	Officer's Assignment			
	Type of Stolen/Recovered Vehicle			
	Estimated Dollar Amount of Property Involved			
	Property Involved			
	Solvability Factors Associated with Complaint			
55	Ability to enter and maintain detailed information about all offenses associated with a case.			
56	Ability to enter and maintain detailed information about all subjects associated with a case, such as arrested adults, juveniles, witnesses, complainants, missing persons, reporting party, victims, etc.			
57	Ability to enter and maintain information about all arrests associated with a case.			
58	Ability to enter and maintain information about all property associated with a case.			
59	Ability to enter and maintain information about all field investigations associated with a case.			
60	Ability to automatically link all information from a field investigation record to the original complaint report.			
61	Ability to enter and maintain information about all vehicles associated with a case.			
62	Ability to support unlimited narrative entries, with a maximum limit of 100K characters, and formatting capabilities for the original complaint and supplemental reports.			
63	Ability to support unlimited narrative entries, with a maximum limit of 100K characters, and editing capabilities for any manually entered supplemental report.			
64	Ability to capture crime analysis related information during case processing.			
65	Ability to expunge a subject from a case record.			
66	Information from an incident record is automatically pulled into an associated case record to eliminate the need to enter the same data twice.			
67	Ability to print hard copies of case records and supplemental reports, depending on security.			
68	Ability to print a sanitized version of a case record for public use.			
69	All entry information can be built into a report, which will plot on a map or generate a printable report.			
70	Ability to generate multiple case related reports for statistical crime analysis.			
71	Ability to attach multiple supporting documents of various types (e.g., Word, Excel, JPG, MPG, WAV, etc.) to a case record.			
Accident Processing Requirements				
1	Ability to enter, maintain and track all information about an accident.			
2	Ability to enter, maintain and track detailed information about all subjects associated with an accident (e.g., drivers, passengers, pedestrians, witnesses, etc.)			
3	Ability to enter, maintain and track detailed information about all vehicles associated with an accident.			
4	Ability to attach multiple supporting documents of various types to an accident record.			
5	Ability to link accident, incident and case numbers for investigative and search purposes.			
6	Ability to print accident report on demand.			
Arrest Records Requirements				
1	Ability to enter and maintain the following general arrest information:			
	Arrest Number			
	Date/Time of Arrest			
	Arrest Type			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
Arrest Status and Status Date/Time			
Associated Case Number			
Location of Arrest			
Name of Arrested Person			
Arresting Officer (multiple possible)			
Arresting Officer's Assigned Bureau			
Assisting Arrest Officer			
Disposition of the Arrest			
Disposition Date			
Resulting Charge at Disposition			
Sentencing Information			
Bond Information			
2 Ability to enter and maintain information about all charges associated with the arrest.			
3 Ability to enter and maintain data on arrest and court dispositions.			
4 Ability to enter and maintain information about any injuries the arrestee may have sustained while being apprehended.			
5 Ability to enter and maintain information about any weapons involved in the arrest.			
6 Ability to enter and maintain information about the various identification numbers associated with the arrest, such as a booking number, case number, warrant number and offender-based tracking system number.			
7 Ability to properly report information per NIBRS requirements.			
8 The software must link newly arrested individuals to previous arrests, if applicable.			
9 If one does not already exist, the software must automatically create a master name record at the time of the arrest processing.			
10 The software must have easy access to an arrest register within a selected date range.			
11 An arrest record can be added at the time of the original complaint report or at a later date.			
12 In the event of an arrest at a later date, the software must have the ability to add additional supplemental narrative to the original complaint report.			
13 The software must require additional security to access juvenile records.			
14 Ability to search for arrest records based on the following criteria:			
Arrestee's Name			
Arrest Date/Range			
Complaint/Case Number			
Arresting Officer ID			
Arrest Tracking Number			
15 Ability to print a variety of arrest related reports to facilitate the statistical analysis or arrest data, including the following:			
Arrest by Court Disposition Date Report			
Arrest by Location Report			
Arrest by Officer Report			
Arrest Detail Report			
Arrest Register Report			
Arrest Status Summary Report			
16 The software must provide equivalent reports for both juvenile and adult arrest records.			
Impounded Vehicle Processing Requirements			
1 Authorized users must have the ability to enter and maintain the details of an impounded vehicle, including the following general information:			
Impound Date/Time			
Impound Lot			
Reason for Impounding			
Place of Storage			
Location Impounded From			
Towing Service			
Impounding Officers			
Vehicle Information (make, model, color, etc.)			
2 Ability to enter owner Information based on master name file selection.			
3 Ability to enter and maintain disposition information.			
4 Ability to enter and maintain vehicle release information.			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
5	Ability to enter and maintain associated incident, case, arrest, warrant, and booking information.			
6	Ability to enter and maintain information about associated fees.			
7	Ability to attach multiple supporting documents of various types to an impounded vehicle record.			
Crime Analysis Requirements				
1	The software must capture crime analysis data in the complaint report and produce specific crime analysis reports:			
	Date of Offense			
	Time of Offense			
	Location of Offense			
	Description of the Premises			
	Type of Offense			
	Method and Point of Entry			
	Description of Weapons Used			
	Description of Tools Used			
	Victim Data (Age/Relationship)			
	Type of Property Stolen			
	Suspect Vehicle Description			
	Suspect Description			
	M.O. Parameters			
	Hard Copy and Map Plotting			
2	Ability to generate all reports using a report wizard to ensure that reports meet all requirements and are easy to build.			
3	Ability to generate a report that shows statistical data on crimes concerning the frequency and the distribution of crime throughout user-selected jurisdiction reporting districts.			
4	Ability to retrieve cases with similar crime modus operandi to assist investigators in solving crimes.			
5	Ability to identify the overall activity per crime type within a selected date range and reporting district.			
6	Ability to create reports that target specific types of crimes based on the following:			
	Location (specific address) of Occurrence			
	User Selected Crime Type			
	Hate Bias Information			
	Geographical Groupings of Crimes			
	Similar Types of Victims			
	Common M.O. of Crime			
	Suspect Vehicle Description			
	Suspect Physical Description			
	Tools Used			
	Weapons Used			
	Property Targeted for Theft			
	Point and Method of Entry			
	Scene Category of Crime			
	Theft Category of Crime (i.e., shoplifting from buildings, vehicles)			
	Crime Attempts			
7	Ability to retrieve suspect names based on:			
	Available photo in our system			
	Known Offender Address			
	Past Criminal Contacts			
	Past Vehicle Relations			
	Pawn Transactions			
	Weapon Registration			
	Known Associates			
8	Ability to retrieve suspect vehicle information based upon:			
	Model Year of Vehicle			
	Make of Vehicle			
	Model of Vehicle			
	Style of Vehicle			
	Top and Bottom Color of Vehicle			
	License Plate of Vehicle			
9	Ability to retain information on vehicles obtained through:			
	Field Interview Reports			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
Prior Contacts with the Department			
Ability to associate impounded vehicle records with an arrest. The impoundment is an activity tracked on the global vehicle record.			
Complaint Reports			
Citations/Moving Violations			
Accident Reports			
Want and Warrant Records			
Suspect Vehicles Record			
Impounded Vehicles			
10 Ability to retain M.O. characteristics in coded fields and search for same by selected parameters.			
11 Ability to generate report with M.O. parameters and crime specialties.			
12 Ability to retain information on known offenders, such as:			
Past Criminal Contact			
Sex Offenders			
Narcotics Offenders			
Parolees			
Court Probationers			
13 Ability to capture and retrieve juvenile information, including:			
Juvenile Demographic Information			
Juvenile Personal Characteristics			
Juvenile Guardian Information			
14 Ability to capture and retrieve crime analysis information from complaint records when information is included on a juvenile arrest.			
15 Ability to link related complaints together through capture of associated case numbers.			
Crime Reporting Requirements			
1 The software must satisfy the physical requirements for automated submission (tape, bulletin board or Internet) to:			
Incident Based Reporting (IBR)			
Interface to the State Police via Internet, if applicable			
2 The software must transmit changed and updated records as well as original records within the reported month.			
3 The software must provide the required Incident Based Reporting data elements in the appropriate formats.			
4 The software must edit the monthly UCR/IBR information and identify errors before submission (for IBR, create as you go).			
Wants and Warrants Requirements			
1 Ability to enter and maintain detailed information about want and warrant records, including (but not limited to) the following data elements:			
Court Warrant Number			
Court Case Number			
Warrant Number			
Wanted Driver's License Number			
Wanted Social Security Number			
Reason for Change on Warrant			
Issuing Judge			
Wanted Alias(s)			
Date of Birth			
Charges			
Bond Amount			
Vehicle Make/Model/Color			
Vehicle License Plate/State/Year			
Disposition			
Status History			
Activity			
2 Ability to display an image of the subject within the master name record, whether captured by directly connected digital camera or by if uploaded from local workstation or any connected media.			
3 Ability to display an alert whenever the name of a subject with an outstanding warrant is entered anywhere in the system.			
4 Authorized users must be able to update the status of a warrant record whenever necessary.			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
5	Ability to assign warrant transaction numbers manually or automatically via an optional auto-incrementing feature.			
6	Ability to generate a printed report displaying a log of all warrants within a specified date range.			
7	Authorized users have the ability to cancel outstanding warrant records. Authorization is based on user security profiles (ID, password, security permissions).			
8	Ability to cancel outstanding warrants for the following reasons:			
	Recalled by Court			
	Served on the Person			
	Cleared of the Charge			
	Beyond Statutory Limits			
9	Ability to maintain records on canceled warrants for an unlimited amount of time.			
10	In CAD, warrants are automatically searched based on the entry of matching name and/or matching address. A match on either of these search criteria will display a warning message for the user.			
11	Ability to generate a printed report that lists all canceled warrants within a specified date range.			
12	Ability to generate a printed warrant summary report that lists all warrant types and totals within a specified date range.			
Traffic Ticket/Citation Requirements				
1	Ability to enter and maintain all information pertaining to traffic tickets and citations:			
	Ticket Book Distribution			
	Statistical Information by Department			
	Statistical Information by Officer			
	Ticket Deletions			
	Status Changes			
2	Ability to maintain a history on each traffic ticket and citation produced, including (but not limited to) the following information:			
	Name			
	Violation			
	Personal Information			
	License Plate Number			
	Vehicle Make and Model			
	Vehicle Color			
	Location			
	Date/Time Stamped			
	Statute/Ticket Type			
	Court and Disposition Data			
	Weather and Traffic Conditions			
3	Authorized personnel must have the ability to void/delete tickets.			
4	Ability to support multiple violations under a single ticket number.			
5	Ability to quickly search and access ticket/citation information using name, location, geographic area, officer and ticket type as search criteria.			
6	Ability to track multiple subjects involved/associated with the ticket (example Witness, Juvenile Guardian, Passengers).			
7	Provide integration with form-based Brazos eTicketing solution.			
8	Ability to track and synchronize the following data with the Brazos eTicketing software:			
	Statutes			
	Personnel Info			
	Cities (Venue)			
	Counties			
	Court rooms			
	Ethnicity			
	Eye color			
	Hair color			
	Phone Type			
	Race			
	Sex			
	State			
	Ticket Types			
	Traffic Conditions			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
Vehicle Colors			
Vehicle Makes			
Vehicle Styles			
Vehicle Types			
Court Docket Number			
Business Registry			
1 Ability to enter and maintain detailed information on all businesses located within a given jurisdiction.			
2 Ability to track the following information on businesses:			
Business Name, Address, Phone			
License Type			
Hours of Operation			
Owner's Information			
Hazards			
Basic Floor Plans			
Prior Addresses			
Contact Information			
3 Ability to search for business records based on business name, building name, building number, district, zone, class and sub-class.			
4 Ability to easily access the fire pre-plan associated with a given business, should one exist.			
5 Ability to generate a Pre-plan report for the Business			
6 Ability to customize the pre-plan report for each ORI			
Buildings			
1 Ability to enter and maintain detailed information on all buildings/structures located within a jurisdiction.			
2 Ability to track the following information for Buildings			
Building Name, address, phone			
Contacts including address and phone numbers			
Structure Details including structure floor size, stories, elevators			
Fire Flow calculations based off of NFPA guidelines			
Key Response Details such as knox box codes, gate codes or utility shutoff locations			
Hazardous Materials on site			
Tanks including both above and below ground			
Protection Systems incuding Fire Alarms			
Sprinkler systems and locations			
Auto Extinguishment Systems and locations			
Fire Pumps and Hose Cabinets			
3 Ability to search for building records based on building name, building number, address			
4 Ability to easily access the fire preplan associated with a given building			
5 Ability to generate a Pre-plan report for the Building			
6 Ability to customize the pre-plan report for each ORI			
Personnel Management			
1 Ability to display an image of the subject within the record, whether captured by directly connected digital camera or by if uploaded from local workstation or any connected media.			
2 Ability to enter and maintain the following general personnel information on every employee:			
Employee Full Name			
Employee Address			
Employee Badge and/or ID Number			
Social Security Number			
Home Phone Number			
Department Number and Extension			
Date of Birth			
Place of Birth			
Citizenship			
Current Rank			
Rank History			
Hire Date			
Termination Date			
Education (Job-specific skills and certifications)			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
Special Skills			
Emergency Notification Information			
Employee Status or Promotions			
Reprimands and Commendations (associating the Personnel record to the relevant documentation in file storage)			
Spouse's Name			
Driver's License Number			
Employee Demographic Information			
Contact Information			
3 Ability to enter and maintain information about an employee's current assignment, as well as maintain a history of assignments.			
4 Ability to track information about the equipment issued to each employee, including the following:			
Item Type			
Quantity			
Inventory Number			
Date Issued			
Condition of Item			
Returned Date			
Condition Returned			
5 Ability to enter and maintain information about an employee's education and training, including, but not limited to, the following:			
Courses (e.g., Firearms Training, Hazmat Technician Training, etc.)			
Programs			
Certifications			
Basic Academy Training			
Military Training			
College Classes			
6 Ability to maintain the following training-related data elements:			
Employee ID Number			
Training Course Title			
Training Location			
Re-certification Date			
Length of the Course			
Course Completion Date			
Course Comments			
Credit Hours			
7 Ability to enter and maintain information about any special skills an employee may have, including, but not limited to:			
Foreign Language			
Public Relations Training			
Bomb Disposal Training			
First Aid Training			
SWAT Training			
Breathalyzer Training			
8 Ability to view summary information for all employees and all training conducted within a date range.			
9 Ability to view summary information of all training received by an employee during employment.			
10 Ability to display an image of the subject within the record, whether captured by directly connected digital camera or by if uploaded from local workstation or any connected media.			
Property Room Processing			
1 Ability to enter and maintain the following property data:			
Item Number			
Piece Number			
Serial Number			
Property Code (e.g., stolen, pawned, evidence)			
Property Tag Number			
Owner Applied Number			
Storage Location			
Quantity			
Value – Nearest Dollar			
Property Owner (one or more)			

Records Management System	Fully Compliant	Not Available	Appendix H Reference
Date Property Received			
Item Category (e.g. currency, gun, drugs, tools, etc.)			
Lab Report Information			
Date of Disposal/Release			
Target Disposal Date			
Item Class (UCR)			
Free-form Descriptions			
Color			
2 Ability to enter and maintain the following additional elements for firearms:			
Gun Type			
Action (automatic, bolt action, carbine, pump)			
Caliber			
Shot Capacity			
Barrel Length			
Finish			
Make/Model			
Type of Firearm			
Condition			
Year Made			
3 Ability to enter and maintain the following additional elements for boats:			
Boat Name			
Hull Shape			
Hull Material			
Propulsion			
Boat Length			
4 Ability to enter and maintain the following additional elements for vehicles:			
Vehicle Type			
Color (primary, secondary, interior)			
Make/Model			
License Plate/VIN			
Plate Year			
5 Ability to tie a property item to a case.			
6 Ability to maintain complete evidence tracking audit trail until final disposition of the property item.			
7 Ability to maintain details of all evidence retained in the property room for an indefinite amount of time.			
8 Ability to maintain a status value for all evidence items after each item has been released.			
9 Ability to track items from receipt to disposal.			
10 Ability to maintain lab reports on fingerprint tests.			
11 Ability to enter and maintain information about the individual or organization to which the property was released.			
12 Ability to print an evidence inventory report by case number.			
13 Ability to print a disposal/release report for all items when disposed.			
14 Ability to generate a list of property/evidence by Target Disposal Date (with user-defined date range).			
15 Ability to generate a list of all items of property/evidence by case or incident.			
16 Ability to restrict inquiry access to property/evidence records by individual user and permission.			
17 The module must allow users to search for property based on the following search criteria:			
Serial Number			
Owner's Name			
Tag Number			
Case Number			
Make/Model			
Property Type			
Property Class			
Storage Location			
18 Ability to print barcodes for the following:			
ORI			
Officer			
Status			
Chain of Custody (Intake/Release) value			

	Records Management System	Fully Compliant	Not Available	Appendix H Reference
	Locations			
19	Ability to print location labels by specific location or all for a specific facility.			
20	Ability to set agency-defined label height and width.			
21	Ability to print labels individually.			
22	Ability to automatically generate tag numbers for property/evidence items.			
23	Ability to perform property room inventory using barcode scanning.			
24	Supports bar code scanning.			
25	Ability to locate and access property items based on information obtained from scanned property bar codes.			
26	Ability to generate a randomized list of items for use with periodic audit requirements			
27	Abiilty to update multiple records at the same time based on barcode scan			
28	Ability to check in multiple records to property room at the same time			
29	Ability to reject items back to officer to correct/update before checking in			
30	Ability to dispose of multiple items at once (e.g. by case/incident, Target Disposal Date, etc.)			
Documents				
1	Document management available in all record modules			
2	Upload attachments through file selection or drag and drop			
3	Attach multiple files simultaneously via file selection or drag and drop			
4	Document permissions are role based and govern who has access to document functions			
5	Ability to set permissions on individual documents			
6	Supported file types:bmp, jpg, jpeg, gif, html, png, tif, tiff, doc, docx, pdf, txt, wav, xls, xlsx, xml, zip			
7	Redaction is available on documents saved in an image format (PDF, jpeg, tiff, png)			
8	Ability to manually redact selected information in a document.			
9	Ability to manually redact information from files prior to printing a public copy.			
10	Ability to include agency-defined language in a redacted document			
11	Ability to save a copy of the redacted report.			
12	Ability for redaction to include the metadata that is associated with the redacted fields.			
13	Ability to manually redact information prior to generating a public copy.			
14	Ability to manually redact designated fields prior to generating a public copy.			
15	Ability to generate a full version of the document without redactions for output.			
16	Ability to maintain multiple redacted versions of the same original document (e.g., insurance version, DHS version, public version).			
17	Ability to identify whether an electronic file has been altered by a System User.			
18	Permissions govern who has access to perform and see through redactions			
19	Online view of documents / images available			
20	Ability to download documents			
21	Ability to view documents in read only mode			
22	Ability to seal documents			
23	Ability to create and edit PDF, Word, Text and PowerPoint Files through the document module			
Standard Reporting				
1	For the available modules, the software shall include set of pre-defined standard reports			
2	Ability to search for reports from a central location			
3	Ability to assign specific permissions for every report			
4	Ability to mark reports as favorite for easy access			
5	Ability to use pre defined filters to easily find reports (keyword search, module name, report name, etc.)			
6	Ability to preview the report and print a paper copy of the report			
7	Ability to add custom watermarks to the report			
8	Ability to add Agency specific logo to the report			
9	Ability to customize Report Title and subtitle			
10	Ability to set a daily, weekly, monthly, or yearly recurrence to schedule report			
11	Abilty to electronically transfer reports to specific personnel or a group of personnel			
12	Ability to download any report in PDF or Excel format			
13	Ability to attach documents to a detail report and print the report with the selected documents			
14	Ability to customize a detail report for difference audiences, such as public view, procuctor requests, court proceedings, FOIA requests, etc.			
15	Ability to inactive a report not used by the Agency			

	Bookings	Fully Compliant	Not Available	Appendix I Reference
1	The module must be fully integrated with same vendor CAD and RMS to eliminate redundant data entry.			
2	Ability to track and maintain a complete history of and up-to-date log about each inmate.			
3	Ability to enter, maintain and track all details about a booking/incarceration.			
4	Ability to display an image of the subject within the record, whether captured by directly connected digital camera or by if uploaded from local workstation or any connected media.			
5	From the Bookings module, authorized users must have access to information, such as arrest details, prior records, and warrants.			
6	Ability to enter and maintain the names of the individuals who brought the subject in, as well as their associated agency.			
7	Ability to record and maintain unlimited booking related events.			
8	Ability to enter and maintain unlimited number of charges.			
9	Ability to house an inmate in location based on a pre-defined list of jail locations.			
10	When housing an inmate, user is alerted if co-defendants or known associates are housed together.			
11	Ability to maintain and track the name of the individual who received the offender's personal possessions on booking and the location of their storage.			
12	Ability to print receipts for possessions.			
13	Ability to attach associated documents to the booking record.			
14	When creating a new record, the module must automatically check the database for an existing record to eliminate duplicates.			
15	Ability to track an inmate's booking history.			
16	Ability to create agency defined forms with any of the booking information included.			
17	Ability to create a booking from an arrest record that is in the system.			
18	Ability to create a booking from an arrest report that has been started by an officer in the field.			

	Briefing Notes	Fully Compliant	Not Available	Appendix J Reference
1	The module provides field officers with a daily summary report of updates, useful information and alerts in the following features:			
	Alerts			
	Arrests			
	BOLOs			
	Bookings			
	Building Watches			
	Career Criminal Report			
	Corrections Incident Discipline Report			
	Corrections Incidents			
	Impounded Vehicles			
	Incidents			
	Stolen Vehicles			
	Warrants			
2	The report must serve as a single point of contact to maintain communication between administrators and officers.			
3	The module must allow remote officers to access the report through a web browser on a password protected web page, so officers can remain in the field.			
4	The report must support and allow continuous updates.			
5	Authorized administrators must have the ability to enter narrative in free-form text on any subject, such as outside security jobs, charity work, etc.			

	Registered Offenders	Fully Compliant	Not Available	Appendix K Reference
1	Agency-defined categories are required (e.g., Sex offender, Violent Offender, DUI).			
2	Agency-determined violent vs. non-violent is required.			
3	Ability to create agency-defined statuses.			
4	Ability to capture terms and conditions.			
5	Ability to capture complete registrant department history.			
6	Ability to capture registration dates.			
7	Ability to import and attach a variety of document types to career criminal records.			
8	Ability to enter additional comments (i.e., free-form narrative).			

Registered Offenders	Fully Compliant	Not Available	Appendix K Reference
9 Ability to automatically create officer warnings throughout system.			
10 Ability to display an image of the subject within the record, whether captured by directly connected digital camera or by if uploaded from local workstation or any connected media.			
11 Ability to automatically create system wide alerts on all registrants.			
12 Ability to create department-specific reports from any and all captured fields.			
13 Ability to quickly reference all activity of listed registrants.			
14 Ability to quickly reference all registrants' department activity.			

Case Management	Fully Compliant	Not Available	Appendix L Reference
1 Ability to maintain a database of current cases and statuses.			
2 Ability to use the module as a supervisory tool.			
3 Ability to assign or reassign officers to cases.			
4 Ability to assign case activities to officers.			
5 Ability to enter and maintain solvability factors.			
6 Ability to view status history.			
7 Ability to view disposition history.			
8 Ability to generate numerous breakdown statistical reports.			
9 Ability to track assigned and unassigned cases.			
10 Ability to track cases by case status.			
11 Ability to track cases by officer, activity type and activity owner.			
12 Ability to track cases by agency defined departmental structures/hierarchies.			
13 Ability to enable automatic email notificationsto appropriate personnel whenever a case is updated, or a report is added to a case, through subscriptions.			
14 When information is entered into the module, it must be automatically updated in the master name file in RMS.			
15 Create Arrest from Case			
16 Ability for an officer to maintain email and in-app notifications for assignments and activities.			
17 Ability for multiple officers assigned to the same case to collaborate and share notes within the system.			

Dashboard	Fully Compliant	Not Available	Appendix M Reference
Search			
1 Ability to search records and global items			
View/Use			
2 Ability to create Work Queues based on (Event Types):			
Arrest Recently Merged			
Arrest Reports to Review			
Career Criminal Upcoming Registrations			
Career Criminal Home Visits Due			
Career Criminal Homeless Check-ins			
Career Criminial Overdue Registrations			
Case Recently Merged			
Case Reports to Review			
Crash Reports to Review			
Field Interview Reports to Review			
Incident Reports to Review			
Unmatched Alarm Transactions			
Warrant Expiration			
3 Ability to access specific tasks for each Event Type			
4 Ability to create a Web Viewer Tile			
5 Ability to create a Chart Tile			
6 Ability to create a Map Tile			
7 Ability to create a Saved Search Notifications Tile			
8 Ability to create a Saved Search Tile			
9 Ability to create Work Queue Task Cards			
Key Performance Indicators (KPI)			
10 Ability to create KPIs based on a defined goal/limit			
11 Ability to create KPIs based on a floor/ceiling			
12 Ability to set KPI goals based on a value			
13 Ability to set KPI goals based on a comparison			

Dashboard	Fully Compliant	Not Available	Appendix M Reference
14	Ability to set multiple KPI target values			
15	Ability to cnfigure target color/icon			
16	Ability to modify the display value of the KPI result			
Layout				
17	Ability to create multiple dashboards per user			
18	Ability to create multiple dashboard objects per dashboard			
19	Ability to reorganize dashboard layout			
20	Ability to represent the same data in multiple formats			
Notifications				
21	Ability to create Saved Search Notifications			
Reports				
22	Export Map as Image			
23	Export Chart as Image			

Dynamic Reporting	Fully Compliant	Not Available	Appendix N Reference
1	The module must automate the reporting process using a report wizard that guides users through the steps of generating reports.			
2	Authorized users must be able to run a query on nearly every field in the RMS software to generate reports.			
3	The Management Reports must track statistical, operational, investigative, management and administrative data.			
4	The module must be fully integrated with RMS and all optional modules.			
5	Once data is extracted from a query, the user must be able to:			
	Save and Edit the query at a later date			
	Export to one of the supported formats (Excel, PDF)			
	Plot data on a map			
	Generate and Print the final report			
6	Users can only query data they are authorized to view within the system.			
7	The module must allow users to customize the following report elements:			
	Titles and Subtitles			
	Graphics (e.g., agency logo)			
8	The module must support electronic transfer of reports to management officials.			
9	The software must support pin-mapping and plot incidents on a map to show:			
	Incidents near specific businesses, such as liquor stores			
	Incidents near specific schools			
	Incidents by type			
	Incidents by date/time			
10	The software must provide an agency-defined list of topics located in the drop-down menus, including:			
	Incidents			
	Cases			
	Offenses			
	Arrests			
	Warrants			
	Tickets/Citations			
	Jackets			
	Property			
	Case Subjects			
	Field Investigations			
	Use of Force			
	Training			
	Buildings			
	Hydrants			
	Training (Program, Course, Class)			
	Intelligence			
	Personnel			
	Evidence			
	Pawn Transaction			
	Alarm Invoice			
	Equipment			
	Gun Permit			
	Order of Protection			
	Registered Offender			

Dynamic Reporting	Fully Compliant	Not Available	Appendix N Reference
11 The wizard must allow users to specify information such as, but not limited to, the following:			
Date and Date Ranges			
Time and Time Ranges			
ORIs			
Address and Address Ranges			
Types			
Maps			
Specific Beats			
12 Ability to name and save a query, and quickly access a saved query at a later date.			
13 Users can only query data they are authorized to view within the system.			
14 Ability to display detailed information about an incident, accident, etc., on mouse-over of each map icon.			
15 Ability to zoom and pan.			
16 Ability to apply multiple and various layers for more details.			
17 The module must have a hot spot map to show high crime areas.			
18 Ability to export data into spreadsheets for users to create high quality meaningful reports			
19 The module must be able to map crime trends by M.O., location, subject or weapon.			
20 Ability to add agency logo			
21 Ability to set a daily, weekly, monthly, or yearly recurrence to schedule report			
22 Abilty to electronically transfer reports to specific personnel or a group of personnel			
23 Ability to download any report in PDF or Excel format			
24 Ability to assign specific permissions on who can create, configure and execute the ad hoc queries			

Stop Data	Fully Compliant	Not Available	Appendix O Reference
1 Ability to create and maintain demographic profiling/stop data records.			
2 Ability to design and customize demographic profiling/stop data forms to suit individual agency's entry preferences.			
3 Ability to add the following controls and elements to a form:			
Check Box			
Text Box			
Date			
Time			
Numeric			
Validation Set			
Personnel			
4 Ability to determine control tabbing order within a form.			
5 Ability to copy existing demographic profiling/stop data forms and modify them as needed.			
6 Ability to export demographic profiling/stop data information to Excel to facilitate statistical analysis.			

Field Interviews	Fully Compliant	Not Available	Appendix P Reference
1 The module must provide immediate access to all information about field interviews.			
2 Ability to associate an interview to one or more cases.			
Ability to associate an interview to mulitple record types, including Incidents, Arrests, and Intelligence records.			
3 Ability to enter and maintain the following basic contact information:			
Contact date/time			
Contact type			
Contact reason			
Location			
4 Ability to enter and maintain information sources (e.g., rumors, anonymous tips, confidential informants and first-hand accounts from a law enforcement officer).			
5 Ability to grade the credibility of each source (e.g., reliable, unreliable, unknown, etc.).			
6 Ability to associate an interview with a specific agency department.			
7 Ability to identify a contact by master name or by associated case subject.			
8 Ability to enter and maintain contact vehicle information.			

Field Interviews	Fully Compliant	Not Available	Appendix P Reference
9 Ability to enter and maintain all officers associated with the interview.			
10 Ability to attach multiple document of various types to an interview record.			
11 Ability to enter formatted Comments on the interview.			
12 Ability to enter one or mulitple log entries tracking information about the interview			
13 Ability to enter officer written formatted narrartives describing the interview			
14 Ability to track interviews entered in the field by officers			
15 Full field level auditing of views, additions, deletions, and changes within the interview.			
16 Ability to track field interviews by:			
Contact type			
Contact reason			
Date/time range			
Field interview number			
Investigating officer			
Contact name			
Partial text contained in narratives			
Location			

Public Safety Lineups/Mug Shots	Fully Compliant	Not Available	Appendix Q Reference
1 Ability to build a digital lineup based on a wide variety of subject criteria.			
2 Ability to view all photos associated with a single subject and choose one for inclusion in a lineup.			
3 Ability to automatically display a minimum of six photos simultaneously that meet the criteria specified.			
4 Ability to quickly and easily add a photo to a lineup.			
5 Ability to quickly and easily remove a photo from a lineup.			
6 Ability to quickly and easily organize photos in a lineup.			
7 Ability to generate a lineup of subjects randomly selected from the search results of matching subjects.			
8 Ability to print a lineup.			
9 Ability to quickly and easily view statistics on a subject within the lineup.			

Livescan Interface	Fully Compliant	Not Available	Appendix R Reference
1 Supports communication between the booking module and third-party Livescan software.			
2 Supports communication between the arrest module and third-party Livescan software.			
3 Supports communication between the person module and third-party Livescan software.			
4 Supports Identix, CrossMatch, Printrak, Sagem Morpho and Cogent.			
5 Ability to utilize interoperability to facilitate the sharing of data between Bookings and third-party applications.			
6 Ability to determine which booking and master file name data elements are exported from the booking, arrest or person record to the Livescan software.			
7 Ability to start and stop the interface.			

Records Requests	Fully Compliant	Not Available	Appendix S Reference
1 The module must provide immediate access to all information about Records Requests			
2 Ability to track the person making the request as a master name or free form person			
3 Ability to track key dates on the request, including requested date, due date, and date responded			
4 Ability to track the status of the request			
5 Ability to assign the request to a personnel			
6 Ability reject the request with a reason and comments			
7 Ability to track the time spent filling the request			
8 Ability to track the fee charged for the request and if that fee has been paid			
9 Ability to track the submitted text of the request			
10 Ability to enter the type of Records being requested			

Records Requests	Fully Compliant	Not Available	Appendix S Reference
11 Ability to link to the specific records being requested			
12 Ability to enter formatted Comments on the request.			
13 Ability to enter one or mulitple log entries tracking steps performed for the request			
14 Full field level auditing of views, additions, deletions, and changes within the request.			
15 Ability to track all documents used to fulfill the request			
16 Ability for the agency to define any number of letters to be printed associated to the request.			
17 Ability for personnel to build a work queue displaying open requests assigned to them			
18 Ability to track records requests by:			
Request Status			
Request Date range			
Who the request is assigned to			
Due date range			
Partial text contained in the text of the request or comments made by personnel			

NCIC Interface	Fully Compliant	Not Available	Appendix T Reference
1 The interface must support two-way communication between the application suite and the National Crime Information Center (NCIC), as well as local and state systems.			
2 Ability to authorize individual clients or workstations to access the State/NCIC application based on IP address or device name.			
3 Ability to direct a single query to the state/NCIC.			
4 Ability to create user-designed format screens.			
5 Ability to specify the maximum number of requests your agency can send to the NCIC.			
6 Ability to log all transactions in a history file for viewing and reporting purposes.			
7 Ability to search for state/NCIC responses by date/date range.			
8 Ability to print messages received via a state/NCIC request/response.			
9 Ability to edit the string of data that is sent to the local, state, or NCIC system.			
10 The interface must provide or support an online interface from the CAD application to the State/NCIC database.			
11 Ability to link form the CAD software to the State/NCIC network to run license plate and warrant checks.			
12 Ability to link from the CAD to the State/NCIC network to automatically attach a CAD inquiry to the incident/call database.			
13 Ability to access NCIC forms within CAD.			
14 Ability to access NCIC history within CAD.			
15 Ability to set up the automatic transmission of license plate or driver license information based on CFS type.			
16 All automatic transmissions that are attached to a CFS must be logged on the call and easily accessed.			
17 All responses that can be matched to the original transmission and are attached to a CFS will be logged on the call in the same area as the transmissions.			
18 Application must support encryption up to AES 256 for state/NCIC traffic on the LAN and FIPS 140-2 for wireless state/NCIC traffic.			

Use of Force	Fully Compliant	Not Available	Appendix U Reference
1 Ability to apply user security to Use of Force entry, search and all Use of Force related reports.			
2 The software must allow authorized users to search, update and maintain information within a Use of Force record as needed			
3 Ability to associate a Use of Force record to an Incident record			
4 Ability to associate a Use of Force record to a Case record			
5 Ability to view the following Case data on the Use of Force record:			
Case Number			
Case Offenses			
Case Subjects			
6 Ability to correct previously entered incident data in the case data entry screen.			
7 Ability to enter and maintain the following general incident record data elements:			

Use of Force	Fully Compliant	Not Available	Appendix U Reference
Use of Force Type			
Contact Date/Time			
Result			
Status and Status Date			
Reason for Initial Contact			
Location			
Officer approached subject			
Ambush Incident			
Supervisor Consulted			
Location Type			
Light Condition			
Number of Officer Involved			
8 Ability to enter and maintain all subjects associated with the Use of Force			
9 Ability to enter and maintain Injury information for each subject associated with the Use of Force			
10 Ability to enter and maintain officer information (including Name and Demographic information) associated with the Use of Force			
11 Ability to enter and maintain related subjects to each officer			
12 Ability to enter and maintain officer LEOKA information			
13 Ability to view history of status changes on the Use of Force record			
14 Ability to enter and maintain Assisting Agencies on the Use of Force event			
15 Ability to display and view a list of other records associated with the Use of Force			
16 Ability to enter additional comments and events related to the Use of Force			
17 Ability to add multiple documents related to a Use of Force			
18 Ability to search for specific Use of Force record using any of the following fields:			
Use of Force Number			
Use of Force Type			
Status			
Contact Date/Time			
Subject Name			
Officer Name			
Location			
Location Type			
Reason for Initial Contact			
19 Ability to view and print a detail Use of Force report			
20 Ability to customize the standard report by ORI			
21 Ability to Lock a Use of Force and allow specific personnel to access the locked Use of Force			

Mobile	Fully Compliant	Not Available	Appendix V Reference
General Requirements			
1 Able to support multi-jurisdictional and multi-discipline (P/F/E) environments.			
2 Must support configuration of the main toolbar and workspace by discipline.			
3 Must support State/NLETS/NCIC inquiry transactions.			
4 Mobile should support a dynamic (real-time) unit status monitor that can be configured by the user.			
5 The mobile client should have utilities for changing unit information, audible alerts, and GPS status.			
6 The mobile system must have an emergency button. Once pressed, the message should go out to all Mobile users and CAD. The message should include the unit number, last known location (if no AVL), or current location (with AVL).			
7 The software should support remote administration via a browser-based portal.			
8 Should provide the capability to direct output to a local or network printer.			
9 Should limit the Call Types officer can initiate from the field.			
10 Should have ability to save user settings on the mobile server (roaming profiles).			
Mobile Client software must operate on any of the following OS platforms:			
11 Android / Samsung DEX			
12 Windows 10			
13 Must support touch screen, hot keys and mouse input.			
14 Mobile client must have night mode for all features.			
15 Must have the ability to update Mobile clients remotely. The updates should include but not limited to mobile software, map data, pre-plans, building diagrams and any field reporting data.			

	Mobile	Fully Compliant	Not Available	Appendix V Reference
16	Administrator should be able to see which units have received and installed the updates successfully.			
17	Mobile must have the capability to run either Law Enforcement or Fire mobile on the same client (public safety agencies) without any configuration required on the user's part. The user needs only to close one application to start the other.			
18	Allow more than one user to be assigned to one Mobile unit.			
19	The Mobile software should have a visual indicator showing the client's connection status.			
20	Should provide emergency transmission support to all MDTs/MCTs and CAD dispatchers for the jurisdiction.			
21	Administrator should be able to configure the layout of the assigned call for service form that an officer uses to view CFS information			
22	Assigned call for service form layouts can be configured separately for each agency.			
23	Assigned call for service form should display unit's assigned location when it differs from the call for service location.			
24	Should allow an MDT/MCT to add narrative to a CFS.			
25	Should provide for the entry of text information that goes directly to the narrative of a call whether or not the call is active or cleared.			
26	Should allow the user to mark a narrative entry as critical.			
27	Should display critical narrative in a way the alerts the user about the importance of the text.			
28	Should support the use of hyperlinks in narrative entries to allow the user to drill down into additional information.			
29	Should provide message routing between MDTs and CAD for the purposes of assisting dispatching, updating unit status, and database inquiry provided appropriate CAD interfaces are licensed.			
30	Should provide emergency button that transmits to CAD and other mobile units.			
31	Should provide the ability to initiate "quick calls" from the mobile devices which alert the dispatch center of an event, officer location, license plate number, unusual circumstances and/or other added narrative.			
32	Should support voiceless dispatch for law enforcement, fire and EMS personnel.			
33	Should provide information on open incidents by ORI status.			
34	Should provide information on unit status by ORI display.			
35	Should provide information on all units associated with an incident.			
36	Should provide sign-on/sign-off dispatch, en route, at scene, clear, to hospital, at hospital functions from MDT/MCT to CAD.			
37	Users should be able to view Active or Pending calls and be able to dispatch self to selected call (based on permissions).			
38	Should have a unit monitor to view all statuses, location and any changes in real time.			
39	Should have standard filters and the ability to create custom filters for the unit monitor.			
40	Notify user with audible new message alert.			
41	Mobile shall be completely integrated with CAD and RMS.			
42	CAD must have the capability to automatically send and receive incident information to and from mobile clients. Must support silent dispatching.			
43	Mobile must support Unit Log inquiries.			
44	Mobile must have the ability to automatically prompt the officer for demographic profiling information after clearing a traffic stop.			
45	Must have available the ability to change the unit status to one of the next available statuses.			
46	The Mobile Unit Status Monitor and mobile map should update dynamically in real-time.			
47	The Mobile client must be able to receive supplemental dispatch information in real-time. This includes updates from CAD or other mobile units (i.e., updates to incident, additional information on persons, vehicle information, narratives, etc.).			
48	Mobile client must have the capability of displaying pre-plans, building diagrams, photos or any other media file associated with a location.			
49	Mobile users should be able to query both CAD calls and agency incidents.			
50	Should provide search functionality over unit log information.			
51	System should allow agency-defined questionnaires that can be used for various activities, including start of shift or with specific field situations.			

	Mobile	Fully Compliant	Not Available	Appendix V Reference
Security				
52	Should provide security that prevents unauthorized access application functionality.			
53	Should provide sign on/sign off capability from the mobile computer to include a configurable time period to force reauthentication.			
54	Should prevent users from signing on without authorization from the system administrator.			
55	Should provide password security to limit access to specific transactions from any MDT.			
56	Should support multiple security templates for different roles.			
57	Security and encryption must be FIPS 140-2 compliant.			
58	Should allow Administrator to set password rules.			
59	The administrator should be able to set password length, special characters, numbers, uppercase, duration, disallow previous used passwords (i.e., cannot change password to the current password and time period to be able to use that password again).			
60	The administrator should be able to set password rules to conform with the CJIS Security Policy.			
61	The administrator should be able to configure a system use notification that is displayed to all users as part of the login process.			
62	The mobile system must use a least privilege authorization model.			
AVL				
63	The Mobile client must support the use of an AVL device.			
64	The Mobile AVL system must support locally stored Esri-based GIS map data for operation in a disconnected mode.			
Inquiries				
65	Local Person/Vehicle/Property inquiries should allow wildcard searches.			
66	Person/Vehicle/Property inquiries should include State/NLETS/NCIC and Local (RMS) at the same time.			
67	The message switch or mobile server must interface to local, county, state, national or any other databases for the purpose of inquiry.			
68	Should provide records database inquiry on wants/warrants, hazards, jacket activity, house watches, geo-file verifications, and vehicles.			
69	Should provide the ability to do global name searches.			
70	User should be able to run inquires for persons, vehicles or prior calls from dispatch message without reentering information.			
71	Should provide a location history search that can display all activity, alerts, cleared calls, and resident information.			
Mapping				
72	The Mobile user should be able to turn on or off different layers of the map.			
73	The Mobile client should be able to display all active and pending call locations on the map.			
74	Mobile mapping should display the position of all mobile units that are providing AVL updates.			
75	Mobile mapping should provide the option to display the position of all mobile devices linked to a unit that are providing AVL updates including tablets, cell phones, and watches.			
76	The Mobile user should be able to filter map to display only those units on the call they are dispatched to.			
77	The Mobile user should be able to filter units to their own ORI/FDID.			
78	The Mobile user should be able to select units to display on map.			
79	The Mobile client must support routing and high lighting the suggested route on the map.			
80	Must plot call location on map from dispatch without reentering address of incident.			
81	Should be able to display the route from unit to call location on map and with driving directions.			
82	Calculated route should take into account roadblocks and impediments defined in real-time in CAD.			
83	Mobile client should support configurable geo-fencing and geo-fence rules.			
84	Mobile mapping should display geofences defined in CAD.			
85	Geofences should be capable of automatically changing a unit's status based on proximity to a location.			
86	Geofences should be capable of notifying user based on proximity to other units.			

	Mobile	Fully Compliant	Not Available	Appendix V Reference
87	Mobile mapping should support integrated hyperlinks to allow user to access files related to a map location or feature.			
88	Mobile mapping has the ability to route unit to a call or any other location.			
89	User can search the mobile map for a location or any map feature.			
State/NCIC				
90	Should support officer-initiated calls and traffic stops and automatically run any State/NCIC queries.			
91	Should ability to save inquiries (State and Local) and retrieve saved inquires from any mobile computer.			
92	Should provide message routing between mobile and State/NCIC networks for inquiry purposes.			
93	Should provide the capability for a single query to be directed to the State/NCIC, the local database or both.			
94	All State/NCIC messages must be logged and available for audit.			
95	Should provide the capability for user-defined formats.			
96	Should provide the capability for multi-screen formats.			
97	Should support parsing of response information that can populate other inquiries and field reports.			
	Mobile System must have the ability to alert the user of critical infromation being returned from State/NCIC to the user through the configuration of:			
98	Font Size			
99	Font Color			
100	Audio File			
101	Mobile must include functionality to scan a driver license barcode to send State/NCIC transactions and/or populate field reports or other queries.			
102	Mobile must include functionality to scan a vehicle registration barcode to send State/NCIC transactions and/or populate field reports or other queries.			
Chat/Messaging				
103	Should provide broadcast message capability based on configurable groups.			
104	Messaging allows configuration of static and dynamic groups.			
105	Messaging is available across CAD, Mobile and RMS applications.			
106	Supervisors have the capability to review any messages to or from mobile units.			
107	Allow users (with permissions) to set up chat groups from MDT/MCT.			
108	Allow users to inquire on chat history from MDT/MCT.			
BOLOs				
109	Mobile users must be able to access current BOLO information directly via a hotkey or toolbar button.			
110	The mobile system must support viewing BOLO information to include any photo or image.			
111	Mobile users must be able to add new BOLOs to the system as needed; to include uploading photos and images.			
E-Ticketing				
112	The mobile client must support configuration for an e-ticketing interface.			
Paging				
113	Mobile client should support functionality to send freeform alphanumeric text messages via CAD Paging.			

	Field-Based Reporting (FBR)	Fully Compliant	Not Available	Appendix W Reference
General Requirements				
1	The software must support entry of incidents, cases, arrests, supplements, and user-defined forms.			
2	The software must also offer an option for field investigations/contact cards so they can be done in the field but still support a review process			
3	Forms and report merge (into RMS) process must be agency-defined.			
4	The software must support entry of accident reports.			
5	The software must have the ability to add business logic to form entry.			
6	The software must support an IBR-compliant data schema			
7	The printed output from any particular field report type must be agency configurable to support mandated report outputs.			
8	The software must have the ability to use a scanned image as a background for the report.			
9	Field-Based Reporting must support the downloading of tables to all mobile devices, eliminating the need to update tables on individual devices.			

	Field-Based Reporting (FBR)	Fully Compliant	Not Available	Appendix W Reference
10	Software should use drop-down lists and validation sets.			
11	All field reporting drop-down lists should come from RMS, avoiding duplicate configuration and setup and ensuring that both RMS and FBR are in synch			
12	Should support hidden data for report entry allowing the administrator to configure default values and text that becomes visible based on any report field.			
13	Should allow agency-defined data entry screens for all field reports.			
14	Must support multiple report types for each incident and/or case so an agency can have separate screens for specific report types like domestic violence			
15	Should support touch screen functionality.			
16	Should allow agencies to define business rules on any form.			
17	Should allow agency-defined actions in the field report based on a certain text string or predefined setup. For example, if a report has a certain value in a field than other field(s) can be made mandatory. This type of action should be allowed on any form or any field on any form.			
18	The software should allow for agency defined colors and modes on all forms and screens.			
19	The software should allow all toolbars and toolbar buttons to be agency defined. In a multi-jurisdictional environment each agency can layout the system the way they desire.			
20	The software should allow for patches and updates to be applied from a central site without having to go to each individual mobile unit to load.			
21	The software should support encryption during all processes both on the local client and over the wireless network.			
22	The software should fully utilize XML to store, transmit, and edit data.			
23	Any form that is built or scanned into the field reporting software should also have ability to print with the appropriate data as the original form.			
24	Software should support the display of a night mode theme.			
Security				
25	The software should support user password protection			
26	The software should support granting and denying permissions to write field reports by agency.			
27	The software should support granting and denying permissions to view field reports by agency.			
28	The software should support granting and denying permissions to review field reports by agency.			
29	Software should restrict the display of a field report that is linked to a case that is locked in the RMS system.			
30	Software should prevent the display of a field report that is linked to a case that has been sealed in the RMS system.			
Report Entry				
31	Field-Based Reporting must be able to have configurable form/field rules that will catch most IBR/UCR errors at data entry time			
32	The software must allow an officer to review the report for errors and warnings before submitting to a supervisor.			
33	Software must support narrative text entry with spell checker.			
34	Software must have automatic spell check.			
35	Should support copying of data from different report sections and between different reports to cut down on data entry.			
36	Should allow a user to base a new report on a previously entered report. This would copy the applicable data out of one report and into another.			
37	Should allow users to prompt data from the report into the narrative.			
38	Should provide the ability to print in the car.			
39	The software should support the start of a new field report by defaulting information from the officer's assigned call for service.			
40	The software should support the start of a new field report by defaulting information from a booking record that the officer specifies.			
Workflow				
41	The software must support Supervisor Review.			
42	The software must allow for upload of officer reports to the Supervisor via the following means:			
43	The software must support printing of a Field Report prior to being merged into the RMS database.			
44	The software must allow a user to merge officer reports into an existing Records Management Database, eliminating duplicate entry and any re-keying of data.			

Field-Based Reporting (FBR)	Fully Compliant	Not Available	Appendix W Reference
45	The software must be able to attach an exact copy of the field report into the RMS as a PDF.			
46	The software must be able to attach an exact copy of all supplements into the RMS as a PDF			
47	Field-Based Reporting must support an exact copy of an officer's report, as it existed when approved, for agencies that treat the officers report as evidence in court proceedings			
48	Software should allow an officer to save an incomplete report for completion at another time.			
49	Incomplete reports can be completed in station or on any other device that has Field-Based Reporting installed			
50	The merge process should support merging one record at a time, allowing the merge administrator to make changes if necessary.			
51	The Field Reports should be capable of automatically populating the Fields in the RMS database during the merge process.			
52	Should provide the ability to complete accident diagrams.			
53	Any completed accident diagram must be part of RMS and accessible from both Field-Based Reporting and RMS.			
54	Should allow notes on every form and field as needed by the officer or supervisor			
55	The software should allow for a report to be transmitted to a supervisor and back to individual for review and editing all over the wireless network.			
56	Software should provide the option to track the workflow status history for field reports retaining a copy of the field report data for each workflow status change.			
57	Authorized user should be able to view the workflow history for a field report and display and/or print the report data at the time of the workflow status change.			
58	Software should be able to display a watermark indicating that a field report is in progress if it is printed before the data has been finalized in the RMS system.			
59	An officer should be able to recall a report that has been submitted for supervisor review as long as the review process has not started.			
60	The software should allow the configuration of report fields that can be used to help organize and manage field reports through the workflow process.			

Mobility (tablet and phone)	Fully Compliant	Not Available	Appendix X Reference
General Requirements			
1	Must support handheld devices that include tablets and smartphones with functionality other than radio transmissions.			
2	Must support GPS tracking which should be automatically updated.			
3	Handheld device should include a live video camera capability.			
4	Handheld device should include a sound recording capability.			
5	Should support multiple GIS map systems including Esri and Google.			
6	Applications must handle switching between networks without interruption (e.g., WIFI network to 4G network).			
Security			
7	Mobility solution must be deployable in an on-premise server solution,to route data between device and agency.			
8	Ability to secure the application with a login including a username and password.			
9	Any data stored on the device must be encrypted to HIPAA and CJIS levels.			
10	Ability to disconnect a device with confirmation that the device has been disconnected.			
Law Enforcement Dispatch			
11	Ability to receive a dispatched call and display associated call information.			
12	Handheld app must adhere to CAD system permissions in regard to access to information or status changes.			
13	Ability to change status for authorized users.			
14	Ability to provide GPS-based location information to CAD so that the location can be plotted on the CAD map.			
15	Ability to allow multiple handheld devices to be associated with the same unit or vehicle.			
16	Ability to show an overview map which also displays calls and units.			
17	Ability to show a list of active Calls For Service (CFS).			
18	Ability to calculate and display on the map the best route between current location and destination.			

	Mobility (tablet and phone)	Fully Compliant	Not Available	Appendix X Reference
19	Ability to show turn-by-turn directions for route between current location and destination.			
20	Ability to view Call narrative on a CFS.			
21	Ability to view Alarm narrative on a CFS.			
22	Ability to view EMD narrative on a CFS.			
23	Ability to add narrative on a CFS.			
24	Ability to view a Personnel Accountability (PARS) countdown timer and to track check-ins for all personnel associated with a call.			
25	Ability to show a summary of the CFS including:			
26	Date and Time of Incident			
27	Call Type			
28	Address of Incident			
29	Dispatched Time			
30	Arrived Time			
31	Cleared Time			
32	Number of minutes while en route			
33	Total duration in minutes of the call from Dispatched Time to Cleared Time			
34	Name of all Officers associated with CFS			
35	History of all Narrative during CFS			
36	Ability to email the summary of the CFS.			
37	Ability to print the summary of the CFS directly from the handheld device to a network connected printer.			
38	Ability to send/receive chat messages with CAD, Mobile, and Records system users.			
39	Ability to support voice commands for adding CFS narrative entries.			
40	Ability to easily switch between a day/night mode display.			
41	Ability to automatically capture and display the user name and date/time of when narrative is entered.			
Mapping				
42	When displaying apparatus/units on the map, the icon must distinguish between Fire, EMS and Law Enforcement.			
43	When displaying apparatus/units on the map, the unit number, speed, and estimated time of arrival must be shown.			
44	Ability to use common pinch action to zoom into and out of the map.			
45	Ability to use a swipe action to pan the map in any direction.			
46	Ability to use the same data from map layers which are used in CAD.			
Routing				
47	Ability to. automatically update the route on map if vehicle drives off of the route.			
48	Ability to automatically zoom the map display as vehicle approaches route destination.			
49	Ability to show the following information in the route driving directions:			
50	Next Turn direction			
51	Distance until next turn			
52	Street name of next turn			
53	Estimated arrival time			
54	Remaining distance until destination			
Call List				
55	For call list, ability to show associated call information including Call Date/Time, Call Type, Call Priority, Call Location, Radio Channel, ETA, Last Narrative.			
56	Ability to filter call list by FDID or ORI.			
57	Ability to zoom and center the map to corresponding call when the call is selected in the call list.			
PARS Timer				
58	Ability to easily view next PARS time.			
59	Ability to reset the PARS timer.			
60	Ability to initiate immediate PARS timer reset for specific situations such as all clear or sudden hazard.			
61	Ability to view personnel associated with call and display an indicater that shows if they have checked in.			
Voice Integration				
62	Ability to show users who are online and who can receive a chat message.			

	eCitation	Fully Compliant	Not Available	Appendix Y Reference
1	Solution must be a complete, turnkey solution.			
2	Solution must be configurable to meet the Agency's requirements.			
3	Shall run on any device with a Windows, Android, or IOS operating system.			
4	Solution should not be hard-coded for a specific function but running on a configuration interpreter for flexibility.			
5	Solution must support multi-agency/multi-department implementation.			
6	Must support custom workflows.			
7	Solution must be entirely web-based and require no dedicated workstations for administration or updates.			
8	Assign unique citation numbers and include complete audit reports to account for all citation numbers			
9	Provide data integrity controls to prevent a loss of data integrity such as a disassociation of citation number to citation data, mixing of citation data, association of citation number to multiple records, association of citation data to the wrong citation number, data corruption and other forms of integrity loss.			
10	Reinitialize a handheld device and reestablish the configuration after the battery dies.			
11	Data must be encrypted.			
12	Must be able to capture signature electronically.			
13	Solution must allow officers to create, save, and print citations with or without network connectivity.			
14	The solution must ensure that no ticket records are lost, or in jeopardy of being lost, due to software, hardware or wireless network problems, or due to low battery power.			
15	Software installation must be an automated process that requires minimal IT involvement.			
16	Must provide the ability to add additional customized "forms" such as parking, racial profiling, field investigation, crash, etc., that also meet the exact process flow desired by the Agency.			
17	Must have the function of drawing collision diagrams and automatically attach to citation.			
18	Must be able to interface with all of the Agency's existing systems.			
19	Must offer an import/export wizard for creating new interfaces.			
20	Must allow authorized users to view and print the citation from website.			
21	Solution must provide a system that provides real-time access and query to State/NCIC.			
22	Vendor must offer customer support, 365 days a year, 24 hours a day, 7 days a week, including holidays			
23	Vendor maintenance plan must be all inclusive 'flat fee' that will not require the agency to pay any additional fees for changes, modifications, and updates requested by courts and State throughout the year			
24	Training shall consist of two (2) days of on-site officer/employee training, including classroom and OJT training; online reference materials; one (1) day remote administrator training.			
25	Vendor must have been in business for a minimum of five (5) years.			

	Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
General Program Capabilities				
1	The Court Case Management System must utilize a true 32-bit Graphical User Interface.			
2	Master files are used to reduce the need to re-enter often used information, codes, persons, and vehicles.			
3	A "List Window" for all fields marked with a dropdown must allow the user to select code from the screen during input without having to look up information in separate manuals, and provide the ability to add new codes from a lookup window without exiting to a file maintenance program.			
4	All dates in the system use a four (4) digit year.			
5	Docket numbers can be manually entered, automatically entered by the system, or the citation number can automatically be used as the docket number.			
6	The system collects street name and block number in the location of a violation fields.			

Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
7	The system has defaulted fields for new citation entry.			
8	The user can define unlimited warrant types.			
9	The system must keep a history of previous addresses for persons in the Master Name file.			
10	System must track changes to master name file by user and date.			
11	The system must provide an option to add a fee to citations involving an accident.			
12	A fee can be added to warrants when issued. This is done for each of the warrant types.			
13	The system allows partial payments to be taken for a fine and distributed to the fees/costs/fines, fines/fees/costs, or a percentage to fees/costs/fines .			
14	The systems must not allow the same citation number to be used more than once.			
15	The system must allow the user to attach multiple violations to the basic citation information.			
16	The system must provide for each fine and multiple fees and/or court costs to be attached to the offense, based on State & Local fees/costs requirements.			
17	The system must allow fees/costs/fines to be increased or decreased without affecting other citations.			
18	The system must allow an administrator or designated user to adjust fees or fines in a table, based on effective date.			
19	The system must display all violations for a defendant in a single Inquiry Screen.			
20	If a violator is a juvenile at the time of the violation, an indicator must be shown on the Name, Inquiry, and Case information Screens.			
21	The system must be able to create an export file for the Collection Agency .			
22	The system must note in the case state specific collection information.			
Citation Data Collected by the System			
23	Citation number.			
24	Date violation occurred.			
25	Time violation occurred.			
26	Date citation filed in Court.			
27	If an accident involved.			
28	If hazardous material involved.			
29	Display Commercial Driver's License flag.			
30	State Specific identification numbers .			
31	Name of the violator (see Master Name File for detail).			
32	Information on vehicle involved (see Master Vehicle File for detail).			
33	Officer issuing citation (see Officer File for detail).			
34	County where violation occurred.			
35	The system must allow for cases that are not inititated with a citation.			
36	System must be able to capture user defined code for selected citations for tracking purposes.			
Violation Information Collected by the System (multiple violations per citation)			
34	Docket number (assigned by system, manually entered or same as citation number).			
35	Offense.			
36	Location of the violation (block, street).			
37	Intersection.			
38	Location of intersection (block, street).			
39	Location grid (user defined).			
40	Attorney of record (from Attorney file).			
41	Judge scheduled to hear case (from Judge file).			
42	Plea entered.			
43	Date plea entered.			
44	Date of conviction.			
45	Date conviction reported to State.			

	Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
46	Current case event status, due date/pending date and time.			
47	The system must allow for multiple statuses, due dates/pending dates/ and times.			
Case Information Gathered by the System				
48	Warrant status of case.			
49	Fees due for case.			
50	Court costs due for case.			
51	Fines due for case.			
52	Total amount due for case.			
53	Bond set by Judge.			
54	Bond posted by violator.			
55	Type of bond posted.			
56	Indicator for "No Bond."			
57	Bond agent or attorney.			
58	Review Attorney.			
59	Prosecutor.			
60	Date case sent to collection agency.			
61	Date case cleared from collection agency.			
62	State specific case information for state reporting.			
63	Continuance Tracking.			
64	Drivers License suspension.			
65	Suspension date.			
66	End suspension date.			
67	Date suspension report to State.			
68	Special sentencing.			
69	Other complainant.			
70	Posted speed limit.			
71	Actual alleged speed.			
72	Construction zone.			
73	Must be able to double fines for violations within a construction zone.			
74	The system must allow for a complaint form to be printed for each violation on each citation entered.			
75	The system must have the ability to print a complaint.			
76	The system must allow for a complaint form for each violation to be user defined.			
77	A user defined letter can be produced automatically to send to the parent/guardian of juvenile offenders.			
Defendant Information Collected by the System				
78	Last Name			
79	First Name			
80	Middle Name			
81	Suffix Name			
82	Soundex code last name			
83	Soundex code first name			
84	Date of birth			
85	Sex			
86	Race			
87	Ethnic Designator			
88	Height			
89	Weight			
90	Hair Color			
91	Eye Color			
92	Drivers license number			
93	Drivers license State			
94	Drivers license expiration year			
95	Drivers license type			
96	Drivers license CDL			
97	Social Security Number			
98	Address/Block/Street/Apartment/City/State/Zip			

Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
99 Home phone			
100 Cell Phone			
101 Occupation			
102 Employer			
103 Employer address/city/state/zip			
104 Work phone			
105 The system must have a Master Name file that holds information on all persons in the court system.			
106 Once a person is added to the Master Name file, the system must have the ability to attach the name to multiple citations without re-entering their personal information.			
107 The system must provide for user-defined flags to be placed on a defendant that will be view from other programs in the software (e.g., CASH ONLY, VIOLENT, CDL).			
108 The system must provide for alternate mailing addresses for defendant.			
109 The system must provide for Alias Information.			
110 The system must display all violations for a defendant, including citations for Aliases on the Inquiry Screen.			
111 Ability to capture photograph of violator and attach to file.			
112 Must be able to print photo directly onto documents (e.g., Warrants).			
Vehicle Information Collected by the System			
113 Make of vehicle			
114 Model of vehicle			
115 Body style of vehicle			
116 Year of vehicle			
117 Vehicle color - must allow for multiple colors			
118 Commercial vehicle			
119 VIN			
120 License plate State			
121 License plate number			
122 License plate expiration year			
123 Comments or Notes on the vehicle			
124 Registered Owner information			
125 Date last sold			
126 Boot or Tow Information			
127 The system must maintain a history of any changes made to the vehicle information by user and date.			
128 Once a vehicle is entered in the system it must be able to attach a vehicle to multiple citations without re-entering the information.			
Officer Information Collected by the System			
129 Officer agency			
130 Officer badge/id number			
131 Officer last name			
132 Officer first name			
133 Officer middle initial			
134 Officer rank			
135 Officer email address			
136 Officer Alternate contact information			
137 Sub-station information			
138 The system must maintain an Officer Master File that allows officers to be associated with their citations without typing names for each citation.			
139 The system must allow for Citation Book Tracking for citation books assigned to officers.			
140 The officer's badge/ID number must allow for a change without affecting citations already entered, or future citations entered in the court system.			
Bond Information Collected by the System			
141 The Attorney/Bond Co. & Collection Agency Master file must eliminate the need to type in attorney information for cases.			
142 Attorney/Bond Company or Collection Agency name must be searchable.			

Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
143 Contact Person.			
144 Firm/Company name.			
145 Firm/Company address/block/street/city/state/zip.			
146 Phone number/Alternate Phone number/ Fax number.			
147 The system must be able to set a Bond Limit for Bondsperson.			
148 The system must collect Attorney State Bar number and expiration.			
149 The system must collect Bondperson License number and expiration.			
150 The system must collect Bondperson insurer.			
151 The system must be able to receive a bond payment separately from a court payment.			
152 The system must have a field to enter the Bond number.			
153 The system must have the ability to display Bond Company information related to each case.			
154 The system must allow a single bond to be applied to number violations on the defendant, and/or transferred to other cases within one bond management screen.			
155 Must be able to accept and track:			
156 Cash Bonds			
157 Surety Bonds			
158 Property Bonds			
159 PR Bonds			
160 The system must allow a bond to be returned, forfeited, or changed by designated user.			
Warrants			
161 Warrants can be automatically flagged by the system or selected by the user and printed by the system.			
162 The system must retain information on served warrants for historic purposes.			
163 The system must be able to automatically add a warrant fee to fees/costs when a warrant is issued.			
164 The user can define an unlimited number of warrant types and set up the wording for each.			
165 Warrant number.			
166 Type of warrant (user defined).			
167 Date warrant was issued.			
168 Amount of bond set for warrant.			
169 Amount due for warrant.			
170 Name of person for which warrant issued .			
171 Vehicle information.			
172 Date warrant closed.			
173 How closed (served, recalled, canceled - from user-defined fields).			
174 Person closing warrant.			
175 Officer warrant assigned to for service.			
176 State/Regional Data Bank Information.			
177 ID number.			
178 Date entered.			
179 Date removed.			
180 Current status of warrant.			
181 Notes or Comments section specifically for warrants.			
182 The system must be able to track and log service attempts for warrants.			
183 The system must provide for a user-defined warrant form with site/state specific information for each type of warrant.			
184 The system must provide for a secure signature to be placed on a warrant if desired.			
185 Warrant program must be able to maximize fine automatically.			
Payments and Disposition of Cases			
186 The system will allow fees, costs, or fines to be changed when payments are entered.			
187 The system will allow payment in full or partial payments.			

	Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
188	The system must allow credit to be applied to a case for various types of community service or jail time.			
189	The system must have Internet payment capability			
190	The system must have receipts that are printed and numbered for each transaction			
191	The system must allow for cases to be set for any type of court session and a case docket printed for each pending court session or prior court sessions			
192	The system must allow for subpoena printing for officers and/or witnesses automatically within the court setting process			
193	The system must allow for subpoenas to be printed for one entire court session at one time			
194	Automated processes must be available to perform batch processing without human intervention			
195	Cases must be able to be processes individually or in a group, using user defined process steps			
196	The system must allow for purging cases			
197	The system must allow for expunging cases			
198	The system must allow for sealing of cases			
199	The system must allow for cases to be placed on any user defined program including:			
200	probation			
201	deffered adjudication/diversion			
202	traffic school			
203	any type of program/sentence ordered by the judge and tracked through completion			
204	The system must have a live courtroom docket for disposition of cases in real-time in the courtroom.			
205	The system must have a live courtroom docket that has a customizable view for each user.			
206	The system must have a courtroom check-in program which allows for unscheduled cases to be placed on the courtroom docket at the time of check-in.			
207	The system must have a live courtroom docket which has a one-click to detailed case information, prior violation information, imaging system and processing information.			
208	The system must provide user-defined workflow utilizing queues and automated processing.			
209	The system must be able to assign cases to multiple users through queue-based workflow.			
Court Calendar				
210	The system must allow for a full Court Calendar template and creation.			
211	The court sessions must allow for user defined sessions to include maximum number of cases allowed in a court session, and the weight given to each type of case for accurate caseload.			
212	The court calendar must be displayed in a daily, weekly and monthly view.			
213	The court calendar must filter for view by Judge, Session and Prosecutor.			
214	The court calendar must allow for editing by designated user.			
215	Calendar must validate court date availability prior to setting the case for court.			
Document Generation				
216	The system must have a document generation capability that merges case management system data with word processing templates.			
217	The system must allow for the court to add, modify and otherwise maintain the templates without programmer assistance.			
218	Any documents produced by the court must be able to be sent directly to the case within document imaging.			
219	The system must provide for either manual or automatic production of complaints if needed.			

Court Case Management	Fully Compliant	Not Available	Appendix Z Reference
220	The system must provide the capability of emailing any generated document.			
221	The system must prevent documents from being printed when the address is undeliverable.			
222	The system must provide for more than one address to be placed on a generated document.			
Reporting			
223	The system must be able to create the following non-compliance reports:			
224	Number of payment plans/cases are late with payments			
225	Number ofextensions/cases have not paid by extension due date			
226	Number of cases have not completed Traffic School by due date			
227	Number of cases have not completed Diversion/Probation terms or payment by due date			
228	Number of cases have not completed court ordered classes by due date			
229	Number of cases are in collections for non-payment			
230	Number of cases have a DL Suspension status for non-payment			
231	The system must be able to create the following reports for outstanding cases by:			
232	officers			
233	offense			
234	judges			
235	The system must comply with all State Reporting.			
236	The system must be able to export select reports to Excel.			
237	The system must provide reporting based on case status, file date and citation date.			
Citation Reports			
238	List Citations by Violation Date			
239	List Citations by Filed Date			
240	List Citations by Citation Number			
241	List Citations by Docket Number			
242	List Citations by Violator Name			
243	List Citations by Officer			
244	List Citations by Violation Type			
245	List Citations by Court Date			
246	List Citations by Due Date and Event			
247	List Citations by Payment Plan			
Name Reports			
248	List of Defendants by Name			
249	List of Defendants by sex, race, date of birth, ethnicity			
250	List of Defendants with associated vehicles			
Vehicle Reports			
251	List of Vehicles by make, model, year			
252	List of Vehicles by license plate information			
253	List of Vehicles with associated persons			
Officer Reports			
254	List of Officers by Name			
255	List of Officers by Agency/Badge/ID Number			
256	List of Citation Books assigned to an officer			
Attorney/Bond Company/Collection Agency Reports			
257	The system must produce a list of cases by attorney or surety bonds by attorney/bond company/collection agency.			
258	The system must list attorneys by name.			
259	The system must list court cases on docket by attorney.			
260	The system must list bond companies by name.			
Warrant Reports			
261	The system must provide warrant report of defendants with warrants in the system.			
262	List of Warrants Issued			

Court Case Management	**Fully Compliant**	**Not Available**	**Appendix Z Reference**
263 List of Warrants Cleared			
264 List of Warrants Outstanding by date or person			
265 List of Warrants entered and removed from State/Region data bank			
266 Option to include name/address information in warrant reports			
267 Must be able to update a warrant status notes with "attempt to serve" information.			
Payment Reports			
268 Payments by date			
269 Payments by Receipt number			
270 Payments by Fees/Costs/Fines			
271 Payments by GL account number			
272 Fees/Cost distribution for quarterly report to State			
Disposition Reports			
273 Conviction report to State to include all State required reports			
274 Various court docket schedules by judge/date/type of trial			
275 Monthly judicial report to State			
276 List of persons requesting Drivers Safety Course			
277 List of cases pending by various status			
Bond Reports			
278 Outstanding bond list			
279 Bonds Posted			
280 Bonds Forfeited/Refunded			
System Interface			
281 Central cash collections			
282 Imaging capability			
283 Public safety RMS			
284 Financial software			
285 Hand-held citation dssuing device			
286 Third-party collection agency			

Court Cash Collections	**Fully Compliant**	**Not Available**	**Appendix AA Reference**
General Program Capabilities			
1 The Central Cash Collection System must utilize a true 32-bit Graphical User Interface.			
2 System must be able to accept cash reciepts for all types of court payments.			
3 Cashiers are to have a workstation with a dedicated reciept/validation printer, Credit card swipe, automated cash drawer, signature pad, and eyeball camera.			
4 The system must provide the option to have more than one operator logged into a work station at the same time.			
5 System must require that each operator is given a unique code that must be used by the operator receiving payments on a workstation.			
6 The system must allow that if only one operator is logged on the a work station, the unique operator code should not have to be re-entered before each payment posted.			
7 The system must provide department level security for the centralized cash collections system which allows departmental access granted or prevented based on security settings.			
8 Operator profiles should define authorized security parameters for each operator in the cash collection system.			
9 Each operator profile must contain operator name, the terminal to which the login permits access, the operator's cash drawer and printer setup, the operator's login and transaction passwords, the department codes the operator is authorized to access, the transaction codes for which the operator is authorized to accept payments, and the payment methods the operator is authorized to recieve.			

	Court Cash Collections	Fully Compliant	Not Available	Appendix AA Reference
10	The system must provide an inactive status flag on the operator profile to suspend an operator who has been terminated - An inactive operator ID cannot be used to access cash collections, but can still be selected to include on reports.			
11	An operator listing must be available for printing from the operator maintenance.			
12	Each operator must be able to have multiple batches active in the system, and the ability to update each separately - the batches must be available with approval and update functions from the same operator process window.			
13	Cash receipts integrated into Court must remove warrant status when full payment is made.			
14	Receipts are reflected in the vendor's integrated sub-system as "pending activity" until such time the daily posting procedure is completed.			
15	Each type of receipt must carry a unique code that indicates the type of payment being posted.			
16	A drop-down list look-up feature must be provided that allows the operator to view the available codes authorized for that operator and make a selection.			
17	The transaction codes must be user defined providing parameters such as description, an option for a default charge, and a reciept description.			
18	Must provide an option to deactivate transaction codes.			
19	Must provide the ability to require a description for General Ledger type transaction codes.			
20	System must support a minimum of 99 predefined General Ledger accounts that may be debited/credited for each transaction code.			
21	Must have an option to apply a receipt across mulitple General Ledger accounts on a predefined percentage basis.			
22	The system should be capable of endorsing checks and printing receipts.			
23	The time, date, operator code, amount paid, how paid, amount posted, change given, and customer balance should be printed on the receipt or bill.			
24	The system must provide online account number validation integrated court system.			
25	The system must default to the balance currently owed by the violator when posting a payment to the court account.			
26	Any overpayments must be stored in an unapplied credit account until applied against the proper revenue code.			
27	When posting a payment the system must provide the ability to look-up tickets by ticket number, the violator name, or a portion of the name - once the account is selected, the operator can choose from all tickets available for that account to apply payment.			
28	The system must allow financial transactions be consolidated for a person across multiple cases.			
29	The system must be able to compute and display all fees and costs associated with a case			
30	Balance financial obligation must display inclusive of all fees and costs for cases with payment applied.			
31	The system must allow for a non-cash transaction, e.g., jail time served, community service, etc.			
32	The system must have the ability to process cases in the payment screen e.g. add fees, change status, print documents, according to court processes.			
33	The system must be able to place defendants into a payment plan or agreement and have the payment ordered display on the payment screen.			
34	The system must allow emailing receipt to defendant and/or multiple parties.			

	Court Cash Collections	Fully Compliant	Not Available	Appendix AA Reference
35	The system must allow for a payee that is different from the party on the case.			
36	The system must allow for multiple payment methods on one payment.			
37	The system must allow for multiple cases to be paid with one check or payment method.			
38	The system must allow a supervisor to view batch total for operators throughout the business day.			
39	The collection sequence of fees and fines must follow state requirements.			
40	The system must allow for a credit card payment to be processed in the system without having to use an outside terminal.			
41	The system must allow for credit card payments to be made over the phone.			
42	The system must be able to block payments where there is a mandatory court appearance, but allow payment after adjudication.			
43	The system must allow for miscellaneous payments, (e.g. copies, reports) that are separate from the defendant case.			
44	The system must allow the court to designate whether the supervisor or cashier will perform individual cashier close out and reconciliation.			
45	The system must be able to combine multiple batches into a single deposit or posting.			
46	The system must allow for returning a batch to the operator for correction before final posting, even if moved to the pre-post system.			
47	The system must be able to receive the Online Payments in a batch for posting with all payments at the posting time designated by the court/finance			
48	The system must allow the payment screen to have alerts which would alert to clerk to CASH ONLY, BAD CHECK, WARRANT, etc			
49	The system must have a customizable grid on the payment screen to display defendant case information			
50	Operators should be warned by the system if they attempt to post a ticket payment to a case that has a payment pending			
51	A record of each transaction must be able to be printed on a separate journal tape.			
52	They system must provide for verification of online credit card payments based on address or credit card security code - setup requirements may apply for the merchant code when using this feature.			
53	The system must provide the feature to mask credit card information on reciepts and reports - options should include the ability to mask full credit card numbers and/or expiration dates.			
54	They system must provide the ability for a cashier to collect and receipt payments for miscellanous tranactions not related to offenses entered in the system.			
55	From the operator process window, the operator must be able to create, open, and close batches, as well as enter payments, void reciepts, and reprint receipts.			
56	The system must allow, at the end of a cashier's scheduled day, a close-out report to be printed and balanced with the cash, checks, money orders, etc. in the operator's drawer.			
57	The system allows the ability to record cashier over and under to a finance system account, as well as, the ability to print a reciept for the over and under transaction.			
58	The system must provide the ability to void a receipt.			
59	The system must provide online context sensitive documentation with table of contents, index, and keyword search capabilities, and the ability to email or generate fax sheets for support requests directly from the application.			

	Court Cash Collections	Fully Compliant	Not Available	Appendix AA Reference
60	The system must provide direct access to the vendor's help website to log support requests, query knowledge base for FAQs, participate in user-group discussions, and download updates via a secure connection.			
61	If a customer pays less than the current balance in the court case, the payment should be automricall.y distributed to revenue categories based on a user-defined formula.			
62	The system must allow a user-defined message to be printed on the bottom of the receipt - the message will print on all receipts regardless of the system a payment is collected for.			
Inquiry Capabilities				
63	When processing a customer's ticket payment, the system must provide the ability to go to court case management window and inquire information such as transaction history, detailed dataa of current ticket, violator history, etc. - once the inquiry is complete, the system must return the user to the original point of processing.			
64	The system must provide the ability, at any time of the day, to display a summary of all receipts processed at a cash collection workstation - information displayed should include the operator's code and name and payment type (cash, check, credit card, etc.) the grand total of all receipts at the workstation should be displayed as well as the total number of receipts voided.			
65	The system must allow for user defined payment methods to be setup with an associated bank reconciliation group to be assigned to each payment method.			
66	Cash Collections must be integrated to provide the ability to automatically post to the court system.			
Reporting				
67	The system must provide all state required reports.			
68	All reports must be able to be previewed through a Windows-format viewer with user-defined display parameters, layouts, formats, and printers available.			
69	The required viewer should provide search, go-to, and status bar functionality.			
70	The required viewer should provide a report warehousing function through folder structure on server, with the ability to retrieve and reprint any or all previously warehoused reports.			
71	The system must produce a journal report for each operator, department, terminal and batch.			
72	Users must be able to save filtering and formatting settings specified for a particular report with a profile name for retrieval when printing the report on a subsequent occasion.			
73	Users should be able to flag a profile as the default for loading report settings.			
74	The system must produce a History Transaction Report by transaction date, posting date, receipt range and packet.			
75	The system must produce a payment history report by payment method.			
76	The system must produce a report of all cash long or short entries and amounts.			
77	The system must produce a report that would list all outstanding fees/fines/costs.			
78	The system must produce a report that would list all paid fees/fines/costs within a date range in detail and summary.			
79	The system must produce a report showing restitution paid.			

Court Online Records Search	Fully Compliant	Not Available	Appendix AB Reference
General Program Capabilities			
1 Ability expose cases via browser for internal and external viewing.			
2 Secured or open accessibility.			
3 Ability to view general citation data i.e. Name, DOB, violations, dates and amounts, Citation #, Docket # and Current Status on one screen view.			
4 Ability to view case status including warrants, court location and pleas, bonds, configurable by the site.			
5 Ability to view Judgment data included but not limited to:			
6 Judge			
7 Verdict			
8 Original offense and amended offense			
9 Prosecutor and/or Review Attorney			
10 Defense Attorney			
11 Restitution amount sentenced			
12 Must be integrated in the on-line payment system for payment options.			
13 Must be highly configurable by the city to prevent or allow various data elements to be exposed or hidden.			
14 Must be able to view court dockets for upcoming court sessions to include:			
15 Session, location, date and time			
16 Hyperlinks to List of defendants			
17 Hyperlinks to case details			

Court Online Payments	Fully Compliant	Not Available	Appendix AC Reference
General Program Capabilities			
1 Must be able to match the City's website décor and format.			
2 Website must be PCI compliant.			
3 Must be able to accept Credit, Debit and e-checks for payments of court fees/fines.			
4 Must be able to accept partial payments.			
5 Must integrate to the court system in real time.			
6 Must be accessible from the City's website.			
7 Must clear warrants in real-time when a full payment is made.			
8 Must be formated to operate on a smartphone or tablet device.			
9 Must allow defendant to view past or paid citations .			
10 Program must be highly configurable by the site.			
11 Must retain defendant email address entered for payment confirmation, as information placed in the court system defendant email address field.			
12 Must have ability to provide defendants with options such as Extensions, Driving Safety or Traffic Schools, etc.			
13 Must have the ability to customize requirements for defendants to upload or download required documents.			
14 Must have the ability for uploaded documents to be automatically stored in the doument imaging software.			

Probation	Fully Compliant	Not Available	Appendix AD Reference
General Program Capabilities			
1 The system must integrate to the Court Case Management system.			
2 The system must allow for managing records and workflow of probationers using user-defined entries.			
3 The system inquiry screen must be searchable by:			
4 Name			
5 Date of Birth			
6 Driver's License			
7 Social Security Number			
8 Sounds Like			
9 Probation Number			
10 Court Citation Number			

	Probation	Fully Compliant	Not Available	Appendix AD Reference
11	The system inquiry screen must have advanced search options to include:			
12	Race			
13	Sex			
14	Address			
15	The system probation entry screen must show:			
16	Type of Probation			
17	Probation Start Date			
18	Probation Status Date			
19	Probation Officer assigned			
20	Risk Score			
21	Special Needs associated with the probationer			
22	The system must gather the following:			
23	Charges associated with the Probation			
24	Terms and Conditions of Probation			
25	Probation Officer notes for specific terms and conditions			
26	Hours assigned and completed for specific terms and conditions			
27	Completion date for specific terms and conditions			
28	Drug/Alcohol testing dates			
29	Drug/Alcohol testing results			
30	Administering Officer for Drug/Alcohol testing			
31	Probation Officer notes for Drug/Alcohol testing and results			
32	Comments on the probationer's case must be serachable, using a single word or phrase.			
33	Comments on the probationer's case must be able to be exported to Excel.			
34	The system must retain history of all probationer case entries and actions in a format which may not be edited.			
35	The system must be able to process probation cases individually or in batch.			
Reporting				
36	The system must allow for Probation Officers to list upcoming probationer events in a customizable reporting grid that can be exported to Excel.			
37	The system must be able to generate reports by:			
38	Probation Start Date			
39	Probation Interview Date			
40	Probation Status Date			
41	The system must be able to generate reports by:			
42	Probation Type			
43	Multiple Status Types			
44	Probation Officer			
45	Judge			
46	Offense			
47	Court Case Type			
48	Event Type			
49	The system must be able to generate reports for comments that are given a reminder date (ie., date that probationer is to contact the court, bring paperwork to the court, etc.).			
50	The system must be able to generate a report showing the number of days that have passed between the Probation assigned from Court and the Probation Officer interview.			
51	The system must be able to generate a case summary or detail report by:			
52	Date Range			
53	Probation Type			
54	Probation Status			
55	Probation Agency			
56	Probation Officer			
57	Judge			
58	Specific Offense			
59	Optional Risk Score included			
60	Optional Drug tests included			

Document Imaging	Fully Compliant	Not Available	Appendix AE Reference
General Program Capabilities			
1 Imaging capabilities should include:			
2 Document scanning directly to case.			
3 Printing directly to imaging from email.			
4 Email capability directly from imaging.			
5 Email capability to defendant from court case management system.			
6 Ability to redact and/or highlight in imaged document.			
7 Ability to automatically rubber stamp documents as a workflow step (e.g., stamp "Received by (date)" as a document enters the database).			
8 Imaged documents must be catagorized by date entered into imaging.			
9 Photos and/or videos must be able to be placed in imaging, in a particular case.			
10 Documents in imaging must be easily retrieved from numerous programs within the court case management system.			
11 The system must have a client friendly user interface to create new document types from existing templates.			
12 The system must have the ability to capture documents from forms with preprinted barcodes.			
13 The system must allow for batch scanning of documents.			
14 The system must have the ability to perform a keyword search for documents within imaging.			
15 The system must allow for security within the system (e.g.,documents may be hidden from users without permission to view).			
16 The system must allow for purging of images when a case is purged in the system.			
17 The system must allow documents from the court case management system to be sent automatically to imaging in the specific case.			

5. Implementation Methodology

The Vendor's Implementation section should include information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Management
    - o Project Consulting Information
    - o Vendor Project Manager
- Training
    - o Training Plan
    - o Training Options
    - o Describe Training Environment
- Data Conversion
    - o Conversion Methods
    - o Conversion process
    - o Data Extraction
    - o Scheduling
    - o Data Validation
- Timelines
    - o Provide an Implementation plan and/or Chart
- Vendor/Client Responsibilities
    - o What is the City responsible for during Implementation?
    - o What services does the Vendor supply?
- Change Management

6. Support

The Vendor should provide the following Support Information:

- Support Options
    - o Does the Vendor provide a toll-free support number?
    - o Does the Vendor provide Online Support?
    - o Other options for support
- Support Goals
    - o Please provide Response Times and Resolution Times to the following incident levels
        - ▪ Emergency
        - ▪ Critical
        - ▪ Standard Help Call
- Problem Escalation Procedures
    - o How are incidents handled?
    - o What tools do the Vendor Support Staff use?
    - o What is the basic chain of command?
- System Updates
    - o How will updates be managed?
    - o How often will updates released?
    - O What is the typical downtime, if any, during an update?

7. Hardware Specifications

Hardware and System Operating Software Requirements
The vendor is encouraged to recommend any enhancements to the minimum requirements stated below that will improve the overall performance and usability of the system.

Describe the following requirements of the proposed system:
- Server Details
- Operating System
- Network Environment
- Processor Information
- Size of Memory
- Hard Drive Arrays
- Available Disk Space
- CAD Workstation Requirements
- Mobile Workstation Requirements
- Interface Requirements/Compatibility
- Printer Compatibility

8. Cost Summary

Amounts should contain no taxes and include all transportation and delivery cost. All costs shall be in actual dollar-and-cent amounts, "Time and Material" quotation is not acceptable. Please provide best estimate for any and /or miscellaneous items.

System Cost Certification

I hereby certify that I have read all items of the RFP and fully understand the requirements listed herein. I further certify that I am an authorized agent of the Offering Firm and may be held liable for any or all remedies that may become due to the City of Pearl, Mississippi**.**

9. Terms and Conditions

Software Defects

Vendor shall properly correct all software defects for which the vendor is responsible, within a time-period agreed upon by the PD and the vendor. If no time period can be agreed upon then defects shall be repaired or corrected on the following schedule: defects which result in the City's system being completely down (no data entry, storage and retrieval) shall be repaired or corrected on an expedited basis with an onsite response time of four (4) hours and restored operations within 24 hours of first report to Vendor. Defects which result in the City's system being unavailable for data entry, storage and retrieval by law enforcement personnel shall be repaired or corrected on an expedited basis with an onsite response time of four (4) hours and restored operations within 24 hours of first report to Vendor. Defects which result in the City's system being unavailable for data entry, storage and retrieval by Court Clerk personnel shall be repaired or corrected on an expedited basis with an onsite response time of four (4) hours and restored operations within 48 hours of first report to Vendor.

Warranty

The vendor shall provide all warranty information offered from the date of the installation.   The Vendor shall expressly warrant that the software is free from defects and that the software will meet all functional and design specifications provided by the Information Technology Director. The Vendor also expressly warrants that the software will not infringe any third party patent, copyright, trade secret, license or other intellectual property rights. The Vendor further warrants that the software will not contain any virus, worm, trap door, back door, malware, Trojan Horse, timer or clock that would erase data or programming or otherwise cause the software to become inoperable or incapable of being used or code which will allow access without the express knowledge and consent of the City.

Conversion

Electronic conversion of the PD's existing data is extremely important. Vendor must address the conversion methodology and disclose all related conversion costs in the cost summary.

Response Preparation Costs

The City will not pay any costs incurred by any vendor in the proposal preparation, printing, demonstration or negotiation process. All costs shall be borne by the proposing vendors.

Customization

Vendor shall be willing, at their expense, to negotiate customizing any module for the Police Department before implementing any role-out of the new software system. Both parties will negotiate in good faith during the contract negotiation phase to secure the best possible software application for the Police department which will in turn benefit the Vendor. During recent software evaluations, it was determined that several vendors would require modifications to various modules to better fit the needs of the Police department. Any vendor who submits an RFP that has not already been evaluated must agree to this same condition before any evaluation can begin.

Representative Evaluation Criteria

The basis for the evaluation of proposals received is included, but not limited to, the following considerations:
1.	Vendor's performance record in meeting the requirements of their existing customers (users). Particular emphasis will be placed in the areas of customer support and the ability to meet the anticipated future needs of the PD
2.	Amount and cost of vendor support that will be available for conversion, implementation, assistance, and on-going modifications
3.	Proven, existing application systems the vendor has available now for immediate implementation. The vendor's capabilities in other systems areas will be treated as a positive factor
4.	Capability to perform the required conversion of existing data files
5.	Quality of application software manuals, or other documentation and training aids
6.	Ease and ability to train user personnel
7.	Adherence to the requested proposal format, which includes the thoroughness of the proposal as well as the format of the presentation
8.	Software maintenance, support and service capability
9.	Required experience and number of in-house data processing personnel necessary to operate and maintain the system

10. Proposer's ability to support the total system solution, including installation, conversion, software, training, software maintenance, and support.
11. Responsiveness to software requirements outlined in this RFP.
12 All vendors must contact the IT director prior to the submission of proposals to engage in a pre-proposal conference to gain the best understanding of the existing hardware of the city, personnel and needs to be meet by the software being sought. General availability of the IT & Communications Director shall be Monday through Friday, except during observed holidays and or vacation, between the hours of 8 a.m. to 5 p.m.

Miscellaneous

By submitting a proposal, the Vendor represents:

The Vendor proposes and agrees, if its proposal is accepted, to enter into an agreement with the City of Pearl to perform all of the work as specified in the contract documents for the contract price and within the contract time as indicated.

Vendor has examined all of the Proposal documents and has met all of the qualifications as set forth.

Vendor has familiarized itself with the site, the needs of the City, and physical properties that will become a part of the work scope.

Vendor has given the IT & Communications Director notice of any discrepancies that would affect or impede the performance and outcome of the work.

SOFTWARE VENDOR

| Firm Submitting Proposal | Address | City | State | Zip Code |

| Signature | Printed Name | Title | Date |