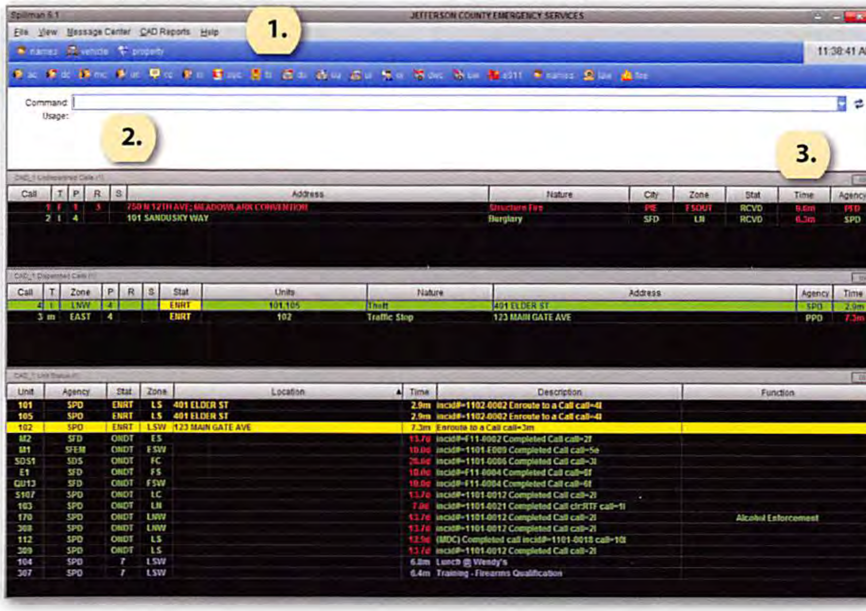
Automatic Radio Log Entries

Automatically track radio transmissions to and from your dispatch center. CAD automatically makes a radio log entry each time you change the status of a unit or call. Calls dispatched, unit(s) assigned, and unit(s) arrived at the scene are automatically posted to the radio log without manual data entry.

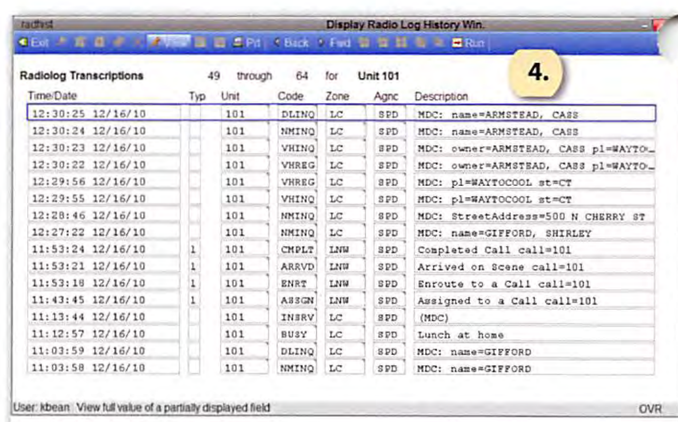
1. Screen Customization
Add buttons or frequently used commands. To further customize your screen settings, you can define display colors, determine the size and location of columns, and adapt a number of other screen elements to suit your unique needs.



2. CAD Command Center
The command center allows you to manage open screens and enter commands directly at the command line.

3. Status Alerts
The CAD status screen displays visual alerts, such as the time lapse alert shown in red. Alerts can also be displayed for call information, CAD call priority, and unit status.

4. Radio Log
Automatically track radio transmissions to and from your dispatch center. CAD posts an entry to the radio log each time a call is dispatched, a unit is assigned, a unit arrives on scene, or if the call or unit's status changes.



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Police Sheriff Communications Fire Corrections

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Sex Offenders

Police Sheriff

Track critical information on sex offenders

The Sex Offenders module gives agencies the ability to enter, manage, and track critical data on sex offenders and meet requirements for the Sex Offenders Registration and Notification Act (SORNA). Agencies using the module can connect a sex offender alert with any name record, which can then be seen on associated vehicle and address records in the Spillman system. Personnel can assign, schedule, and record tasks like officer calls and visits, as well as track the registration information and status of a sex offender. The module also gives agencies the ability to monitor the distance a sex offender lives or works from vulnerable locations.

Advantages

- Easily create and maintain records on sex offenders.
- Keep agency personnel aware of the sex offender status of individuals using alerts and warnings on associated records.
- Quickly create reports showing the activities of sex offenders in the community.
- Schedule officer visits, registry renewals, and other activities within the system.
- Conveniently track SORNA information, including offense records, related activity, and SORNA- or state-designated risk levels.
- See how close an offender lives or works from vulnerable locations.

Key Features

Create and Maintain Sex Offender Records

Using the Sex Offenders screen, you can create and manage records on sex offenders in your jurisdiction. You can enter information on incidents including offense, conviction, and victim information. The module also enables your agency to track required SORNA information, including sex offenders' risk levels, any professional licenses they hold, the status of their required check-ins, and their registration renewal dates. Your agency can also use the module to keep a record of which sex offenders are no longer being tracked because they moved or their offender status changed.

Flag Name Records

Conveniently enter and associate critical information about a sex offender to a name record. Once associated, this information is visible whenever a search is performed on any other record throughout the Spillman system that is associated with that name record. For example, if you retrieve a vehicle record that is associated with a sex offender name record, a blue text box on the vehicle record will alert you to the status.

Build Key Reports

Track sex offenders in your jurisdiction using Spillman's reporting capabilities. You can write reports that track offenses associated with an offender, create a log of required activities on each sex offender, create statistical reports on sex offenders in your agency's jurisdiction, and regularly run reports on overdue sex offender renewals. The module also enables you to quickly create community and law enforcement notifications to keep your jurisdiction aware of sex offender activity.

Assign and Schedule Required Officer Contact

Assign and schedule SORNA-required phone calls and visits with sex offenders. You can use the module to record sex offender registration renewals and schedule future sex offender renewals based on the offender's risk level and your state's requirements. You can then run overdue renewal reports on a regular basis. This module also records activities like officer contact with an offender, follow-up visits, phone calls, and notifications to residents when sex offenders move into their community.

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Sex Offenders

Monitor an Offender's Footprint in a Community

Easily track a sex offender's location in relation to sensitive places like parks and schools. Using the radius search, you can quickly see a list of vulnerable locations within a designated distance of the place a sex offender works, lives, or goes to school. You will also be able to associate a sex offender with multiple addresses and vehicles, giving you a comprehensive view of locations they may be associated with. For example, a sex offender may work five miles from home and drive a car registered in their name. They may also frequently stay at a parent's house and use their parent's car to run errands. This module simplifies the process of tracking this information.

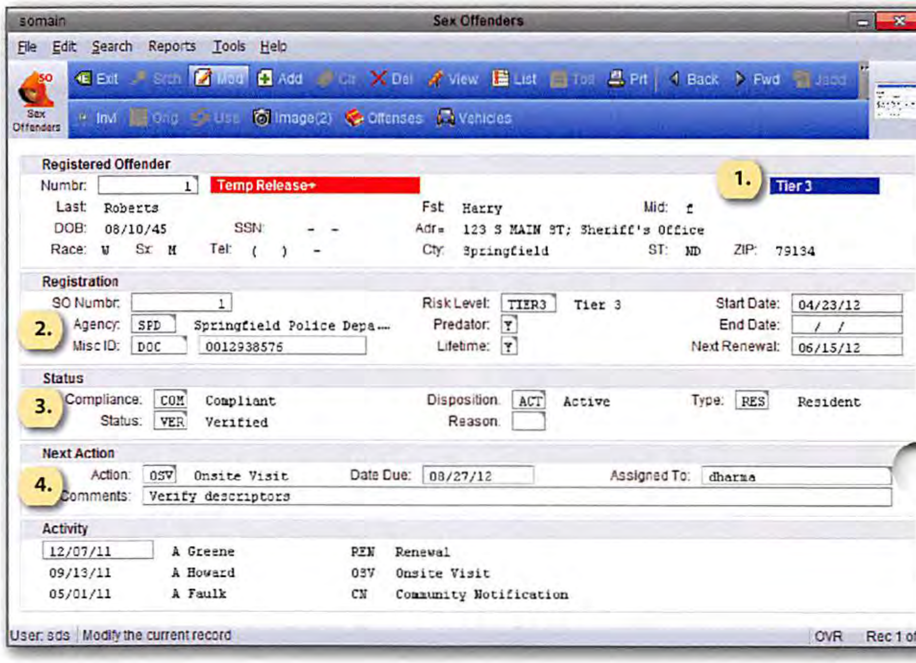
Spillman's Sex Offenders module gives you comprehensive tools to track and manage critical data relating to sex offenders in your jurisdiction.

1. Visible Alerts
View warning, critical notice, and sex offender alerts associated with a sex offender's name record

2. Enter SORNA-Required Data
Record registration information including: the identifying number for each offender; what agency is responsible for the record; risk level; registration end dates; additional IDs; and if they must register as an offender for life.

3. Manage Offender Status
Track whether a sex offender is compliant with requirements and if the offender is currently registered. If your agency is no longer tracking an offender's registration, you can also note the reason why tracking ceased.

4. Assign and Record Activity
Enter detailed information on activities like registrations, renewals, community notifications, and follow-up meetings.



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Police | Sheriff | Communications | Fire | Corrections

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Vehicle Impound

Police | Sheriff

Manage and track impounded vehicles

The Vehicle Impound module helps agencies keep accurate, detailed records of all vehicles that are impounded, released from impound, or sold. Agencies can record information for the vehicle, owner, driver, impound circumstances, and sale of the vehicle.

Advantages

- Track data on impounded vehicles including towing company, storage location, reason for impound, disposition, and scheduled release or sale.
- Update financial transaction [illegible]cords using easy-to-access [illegible] information for each impounded vehicle.
- Record single or batch sales and automatically stop the calculation of storage charges for sold vehicles.
- Link the Vehicle Impound module with other system modules to eliminate duplicate entry and ensure ease of use.

Key features

Detailed Impound Records
Add a Vehicle Impound record for every vehicle that your agency impounds. Enter detailed information such as owner, driver, vehicle, lien holder, and impound information. You can also track the status and location of an impounded vehicle or enter the sale date and price.

Accurate Fee Management
Use the fee screen to track all impound, towing, and storage fee transactions associated with the impounded vehicle. The module instantly calculates storage costs for each day the vehicle is impounded. When you enter a fee record, the balance due and total storage charges are automatically displayed.

Automated Sales Tracking
Record and track the sale of vehicles that your agency has impounded. Enter sale information for single or multiple vehicles. Marking a vehicle as sold automatically stops all charges and fees.

Vehicle Reports
The Vehicle Impound module condenses information into concise, easy-to-read reports and printouts. Report options include vehicle inventory status and summary, sale list, charges and payments, and invalid VINs.

Preformatted Notifications
Preformatted Impound and Intent to Sell Notifications make it easy to notify owners, lien holders, and other responsible parties of vehicle impounds and intentions to sell.

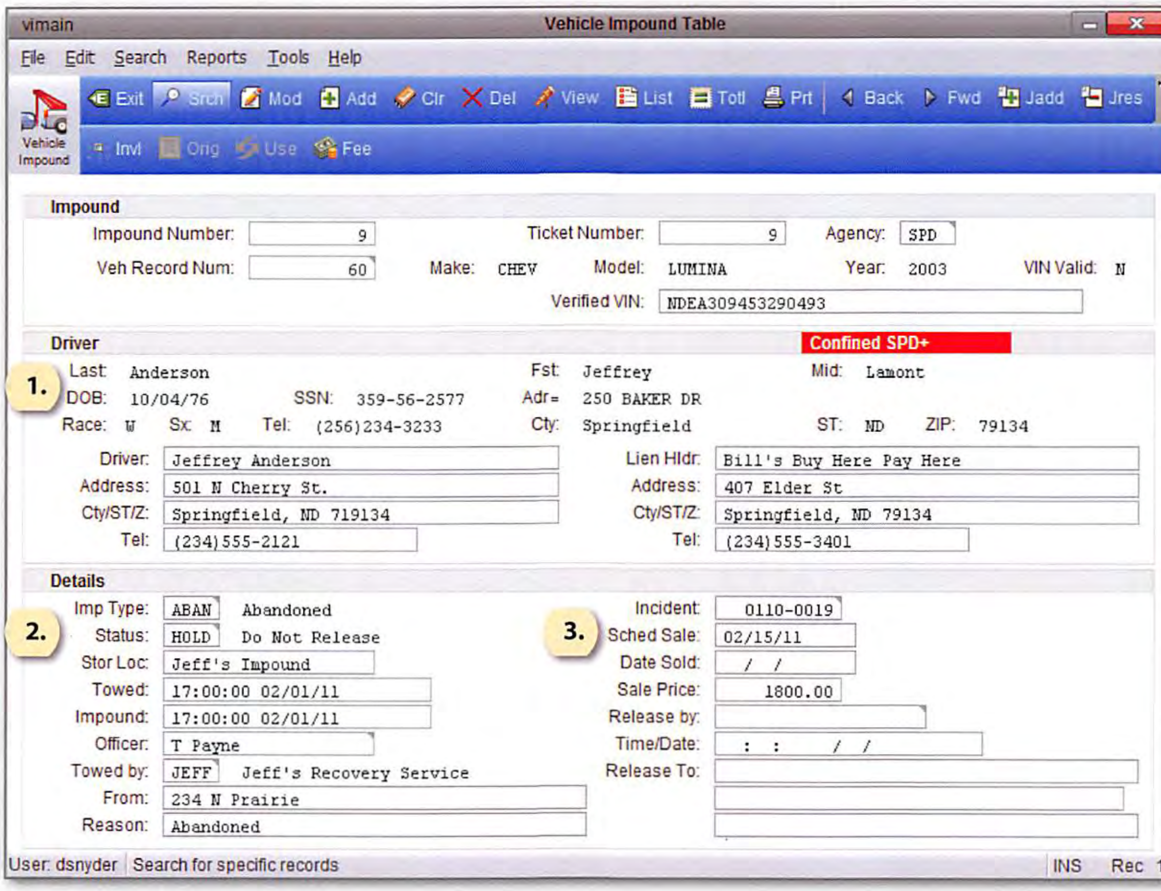
Visual Involvements®
The Vehicle Impound module automatically displays Visual Involvements that link pertinent data associated with both vehicle and impound records. For example, you can view relationships between records and the reported incident as well as the date the record was added.

Vehicle Impound

1. **Owner/Driver Information**
Enter detailed information about the owner, driver, or lien holder of the impounded vehicle.

2. **Impound Data**
Record impound data such as the towing company, location and destination of tow, vehicle storage location, reason for impounding the vehicle, and status.

3. **Vehicle Sales**
Track sale information for impounded vehicles, including the buyer's name and address, date of sale, and price.



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Personnel Management

Police | Sheriff | Communications | Corrections

Manage personnel data and administrative activities

The Personnel Management module enables agencies to store, retrieve, and manage detailed employee information including special skills, medical history, training and certification, positions, attendance, activities, leave time, and overtime. The module also accurately tracks and accounts for administrative activities such as commendations and disciplinary actions.

Advantages

- Promote effective personnel management with instant access to detailed employee information.
- Facilitate personnel development by tracking training and certification information.
- Access critical health information such as an employee's medical history and emergency contacts.
- Ensure the privacy of employee information with employee file security features.
- Track staff positions and job responsibilities using the Employee Position screen.

Key features

Personnel Skills and CAD Integration
When used with the CAD module, you can instantly access the Personnel Skill screen to reference any employee's unique job skills, such as foreign language fluency, CPR certification, or explosives expertise – an invaluable resource in emergency situations.

Detailed Employee Records
A detailed record for each employee provides you with the ability to efficiently track and update information, such as the employee's name, address, division, status, and Social Security number.

Workload Management & Attendance
Your employees can conveniently enter work activity information into the Employee Workload screen. For each activity performed, employees can enter work dates, start and end time, activity and location codes, a reference number, and comments.

Personnel Reports
Generate easy-to-view personnel reports including employee lists with ID numbers, medical events summaries, pay status and payroll reports, training reports, leave requests, and position status reports.

Training Information
Update and record individual training information for each employee including the type of training completed, dates and locations, cost, and credits earned.

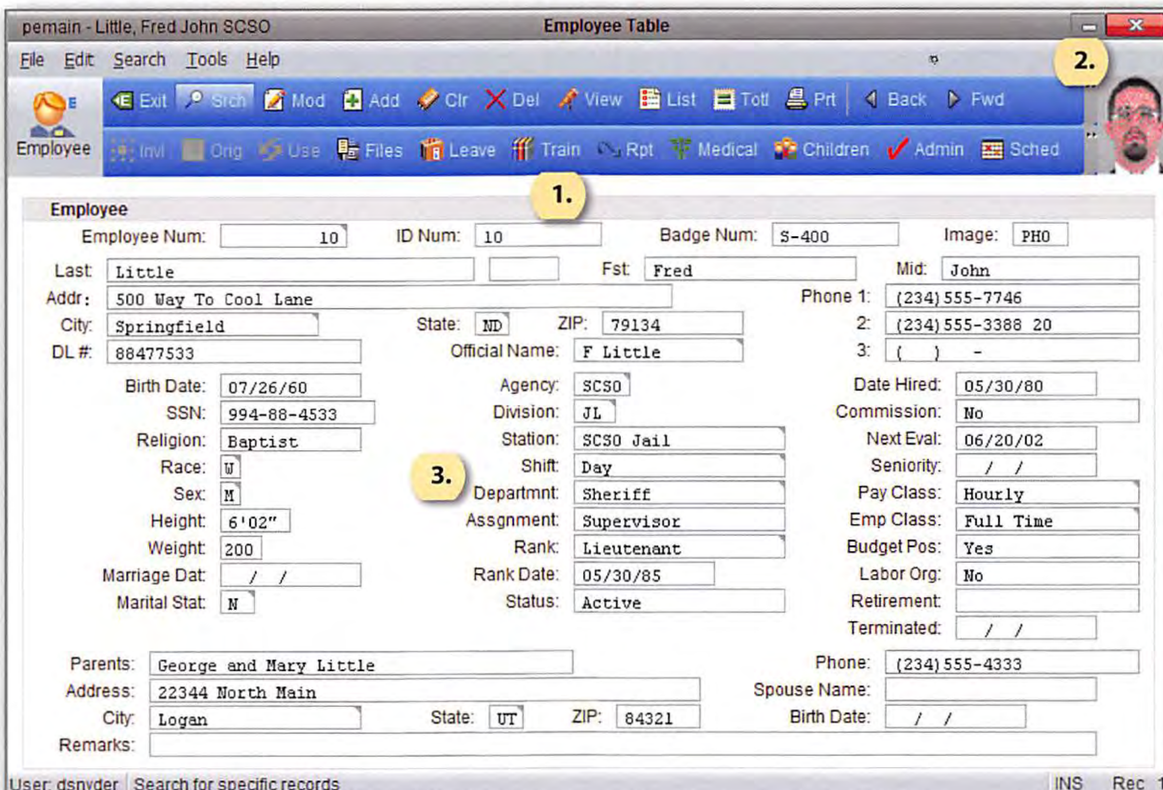
Medical History
You can maintain a detailed record of an employee's medical history including the employee's blood type, allergies, insurance information, and physical information. Use the Medical Event screen to track employee medical events that occur before and during employment.

Personnel Management

1. Personnel Training
View and update an employee's training information including the subject and course number, date and time, location and travel expenses, and certification.

2. Employee Photos
With the Spillman Imaging module, a photo is displayed for each employee record. To view a full-sized image, you can click on the thumbnail preview.

3. Employee Information
View and update employee information, such as shift, department, assignment, rank, employee classification, next evaluation date, and hire date.



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Equipment Maintenance

Police Sheriff Fire

Maintain agency equipment and track repair data

The Equipment Maintenance module allows agencies to track the condition, location, history, and upkeep of department equipment such as ladders, cell phones, shovels, axes, hoses, and saws. It also provides tracking of purchase information as well as the repair and maintenance costs for each piece of equipment.

Advantages

- Identify and locate agency-owned equipment from the CAD status screen using Spillman's integrated CAD module.
- Track equipment status and maintenance, calculate operating costs, and evaluate equipment performance with accurate statistical reports.
- Itemize the labor and parts costs for maintenance and determine which equipment provides the best value and performance with easily accessible equipment data.
- Quickly find warranty, manufacturer, and vendor information for any piece of equipment in the database.

Key Features

Equipment Tracking
Add a record for each piece of equipment that your agency wants to track. You can enter the name and quantity of the item, purchase information, maintenance history, scheduled maintenance, and status history.

Scheduled Maintenance
You can conveniently schedule equipment maintenance to help ensure equipment is operating properly and maximize its availability for personnel. Efficiently monitor schedules for equipment maintenance using the Scheduled Maintenance screen. You can view and track information including maintenance date and code, technician to complete the work, and estimates.

Repair and Maintenance Log
Track and analyze completed repairs and maintenance to help calculate your agency's operating costs and the overall value of your equipment. Maintenance tracking can also help you determine liability if an equipment failure causes death or injury.

Computer-Aided Dispatch Integration
If your agency has the Spillman CAD module, a dispatcher can search the equipment table from the CAD status screen to find agency-owned items needed for responding to a call.

Preformatted Reports
An extensive menu of preformatted reports can help you efficiently compile system information into full, easy-to-read reports. Options include equipment inventory, schedule and maintenance summaries, item status, and parts used.

Equipment Management

1. Equipment Information

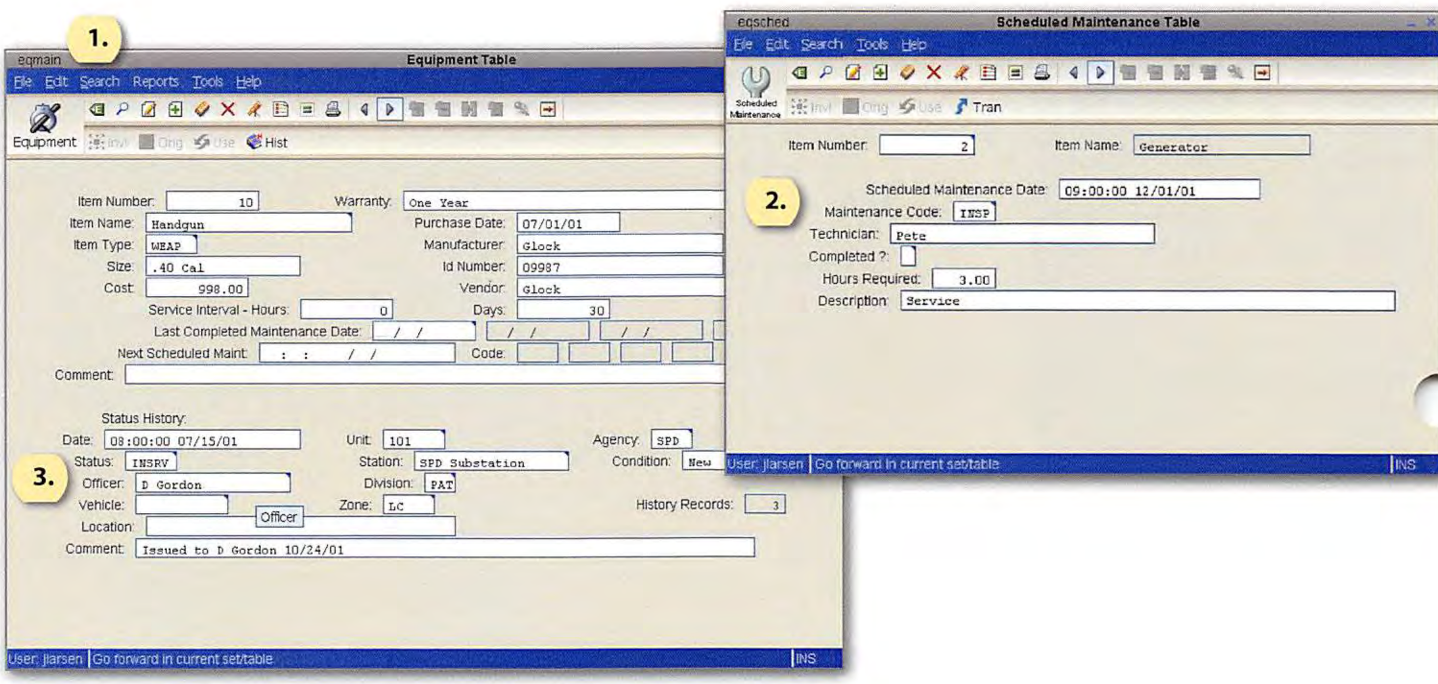
In the main equipment screen you can enter detailed information about the status, location, condition, and maintenance for the equipment in your agency.

2. Scheduled Maintenance

Schedule equipment maintenance for a specific item or multiple items. Track information including completed maintenance dates and future scheduled maintenance.

3. Status History

Keep current status information on each piece of equipment your agency owns. For example, update the equipment's status if it is out of service for repairs, loaned to another agency, or sold.



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fleet maintenance

Track fleet vehicle usage and maintenance to maximize resources

The Fleet Maintenance module enables agencies to regulate and preserve vehicle resources by logging licensing, maintenance, repair, mileage, fuel consumption, identification, and unit assignment information for fleet vehicles. This information can be used to accurately determine fleet costs.

advantages

- Track scheduled and completed maintenance, registration, and inspections to ensure sound vehicle upkeep and optimize resources.
- Justify future budgets and purchasing decisions with detailed historical data.
- Monitor the cost of repairs and maintenance with accurate, preformatted reports.
- Ensure proper use of fleet vehicles by recording vehicle-specific data on fuel consumption, oil service, mileage, and average miles per gallon.

key features

Scheduled Maintenance

The scheduled maintenance feature helps you schedule required vehicle services to ensure that all vehicles are in top condition for maximum dependability. You can record a comprehensive history of vehicle services including the date, mileage, and type of service. The software captures the date and time the maintenance was performed, next scheduled maintenance mileage/date, and who performed the maintenance. You can display or print a report of the vehicle maintenance performed and all maintenance for the life of the vehicle.

Detailed Gas Mileage Summaries

Use the software to track fuel consumption and mileage records to prepare effective fuel budgets and track vehicle statistics. For each vehicle record, you can include the date, the current odometer reading, the quantity of oil or fuel added, and the total cost. The software automatically calculates the vehicle's mileage.

Accurate Repair Records

Quickly access repair records for each fleet vehicle. Generate reports detailing repair information including the price, part codes, quantity, and the price of labor and parts to help agencies log replaced and used parts of agency vehicles. These reports are critical to accurately tracking fleet vehicles.

Reliable Reports

The software provides a number of standard reports that enable maintenance cost tracking. Data generated from the Fleet Maintenance module can be exported to third-party software programs to analyze cost comparisons. The Fleet Maintenance module also allows you to display or print a composite report of all vehicle purchase data including the vehicle number, VIN, vehicle type, year, make, model, assigned officer, and purchase date.

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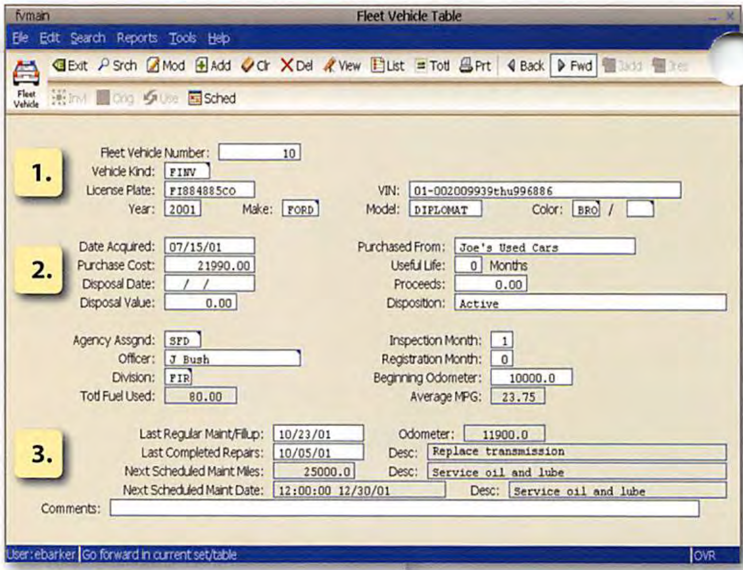

1. Vehicle Data

Enter detailed data for each vehicle including fleet vehicle number, VIN, vehicle type, year, make, model, assigned officer.

2. Vehicle Purchase/Disposal

Display or print a composite report of all vehicle purchase and disposal information.

3. Maintenance Tracking

Track current and upcoming scheduled maintenance appointments to ensure availability.

other resource modules

- Equipment Maintenance
- Personnel Management
- Inventory Management

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Spillman Technologies meets the individual needs of public safety professionals with a full suite of software solutions. The software is installed at more than 700 agencies nationwide.

records | dispatch | mobile | corrections | fire/EMS | resources | data sharing

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inventory management

Easily monitor and stock inventory supplies

The Inventory Management module simplifies the process of monitoring and replenishing inventory with accurate, thorough accounting of supplies. Automatic balance updates, complete supplier information, and concise, preformatted reports provide the information agencies need for proper accounting.

advantages

- Keep informed of current item balances using automatic supply updates.
- Prevent unexpected shortages and inconvenient overstock with easy-to-use stocking and ordering features.
- Streamline the reorder process by instantly accessing supplier information.
- Improve purchasing decisions by tracking supplier performance factors.

key features

Supplier Tracking

Use the Inventory Management module to store each supplier's contact information and ordering instructions. You can access a comprehensive history of orders and track supplier fulfillment—comparing the promptness, completeness, and costs of each supplier to make informed purchasing decisions.

Supply Maintenance

You can view an item's balance, reorder point, and full stock quantity to ensure that proper supplies are on hand at any given time. The status of an item is displayed in an easy-to-read, organized format. The software intuitively generates a purchase order for an item when the current item quantity reaches the reorder point.

Order Fulfillment

Easily post received quantities and replenish the stock of an item to the existing inventory. As new restocking entries are made, the software automatically adjusts the current balance of an item with the new stock.

Preformatted Reports

Extensive reporting options help you create accurate inventory reports. Generate a printout of pending orders or analyze a supplier's history. The easy-to-read reports help you compile the statistical data you need to efficiently manage your agency's inventory.

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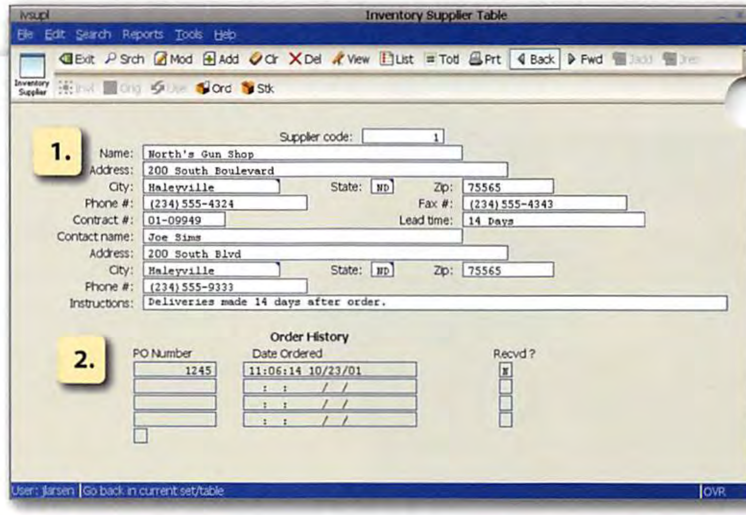
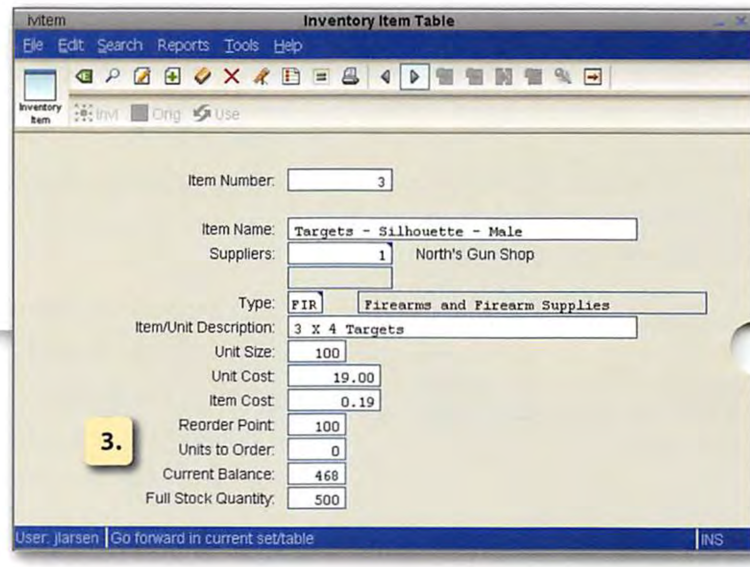
1. Supplier Information
View contact information and ordering instructions for any vendor that supplies inventory items.

2. Order History
Track the status of all orders by displaying order and restock information for each supplier.

3. Inventory Item Status
Keep track of an item's present balance, reorder point, and full stock quantity.





other resources modules

- Equipment Maintenance
- Personnel Management
- Fleet Maintenance

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records dispatch mobile corrections fire/EMS resources data sharing

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mobile records

Instantly access system data from the field

The Mobile Records module empowers field personnel with anytime, anywhere data access. It allows mobile personnel to search for records contained in the local database, in other Spillman and non-Spillman databases, and in state and national databases, without leaving the mobile vehicle or requesting dispatch assistance. Convenient field narratives and image display options provide the necessary tools to effectively manage records from the field.

advantages

- Efficiently search local, state, and national databases with a single query submission.
- Increase officer safety and enable better decision making through easy-to-read alerts, warnings, and image display options.
- Maximize personnel resources through convenient field narratives that provide more capabilities while in the vehicle.
- Access related records through unique Involvements™ that link system data and provide critical background information.

key features

Local RMS Queries

Mobile Records combines speed with flexibility. With a single query, you can search for names, vehicles, incidents, property, and wanted persons. Queries also provide comprehensive search results from local, state, and national databases. In addition, a drop-down menu provides you with more fields for enhanced searching. Once you have submitted your search criteria, a list of matching records appears in the returns folder of the Mobile Message Center. Any associated warnings and alerts contained in the returns appear at the top of the list in red to facilitate officer safety.

Field Narratives

Field narratives are entered into the system from the vehicle to save valuable time and improve records details. You can view, add, and append narrative information or supplemental narratives directly from the Law Incident screen. Plus, you have the flexibility to enter an unlimited number of supplemental narratives for witness statements and other follow-up activities. For routine narrative entries, the system allows you to easily define templates for precise information gathering. The text editor will display the prompts that are appropriate for the selected template as you type the narrative information. Spell check and time stamping are also included.

Image Display

Image display gives field personnel an edge in identifying suspects and verifying criminal histories. While viewing a record, all associated images related to that record are available, such as mug shots or photos of vehicles and property. Images first appear in thumbnail size but can be expanded to full-size display.

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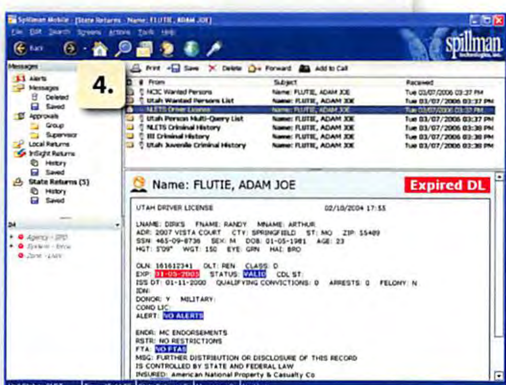

1. Alerts & Involvements

Records screens show additional information, such as alerts, warnings, and involvements or a history of related incidents. Alerts, such as an arrest warrant, are displayed in red.

2. Image Display

View multiple photos for a record. Click on the thumbnail photo to see an enlarged image.

3. Search Records

The mobile records system refines search criteria to allow for searching multiple databases with one submission. Select a set of default search sites or choose sites individually.

4. Search Returns

Receive a summary of search returns and select a record to view formatted return details in the viewing pane.

other mobile modules

- Mobile Messenger
- Mobile State Link
- Voiceless Dispatch
- Mobile AVL Mapping
- Premises & HazMat

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records | dispatch | mobile | corrections | fire/EMS | resources | data sharing

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Mobile Voiceless CAD

Police | Sheriff | Communications

Access critical call information while freeing up radio airtime for high-priority calls

Spillman's Mobile Voiceless CAD module allows field personnel to access accurate, real-time call information from their laptop computers, preserving radio communication for other critical communication. The module also enables personnel to quickly update their status, add and view call comments, and efficiently access radio logs and incident information without burdening dispatchers.

Advantages

- View call information in real time without using radio communication.
- Update your call and unit status directly from your laptop computer.
- View and add comments, updates, and tactical information about a call.
- Create automatic radio logs for accurate reporting and record-keeping.

Mobile Office

Key Features

Mobile Access to Call Information
Receive critical call information in real time using your laptop computer. Spillman's Mobile Voiceless CAD module enables you to access information about the call's address, nature, and any additional comments as they are entered by dispatchers. The software frees up radio frequencies for high-priority calls and eliminates the potential for misheard information or communications interrupted by radio noise. Using Mobile Voiceless CAD also prevents others from monitoring your communications over a non-secure radio channel.

Quick Status Updates
Update your call and unit status directly from your laptop, saving you valuable time and eliminating the need to notify dispatchers via radio every time your situation changes.

Call Comments
Add comments to a call or see comments that dispatchers and other personnel have added using the Mobile Voiceless CAD module. The ability to view call comments from the field provides you with critical access to important details, alerts, and tactical updates.

Efficient Radio Logs
Keep accurate radio logs for federal, state, or department records using Spillman's Mobile Voiceless CAD module. The module automatically tracks response times and status updates, eliminating the need to request a radio log history from dispatchers.

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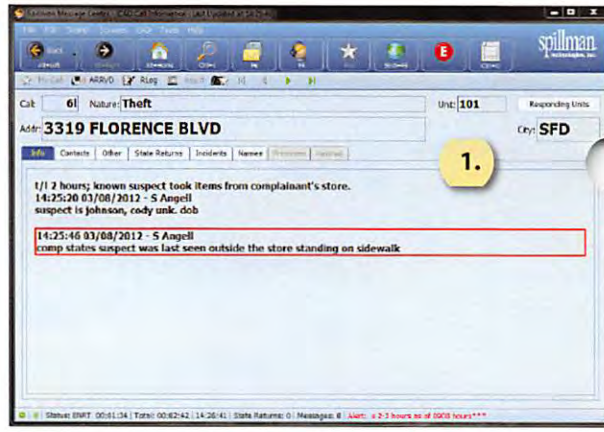
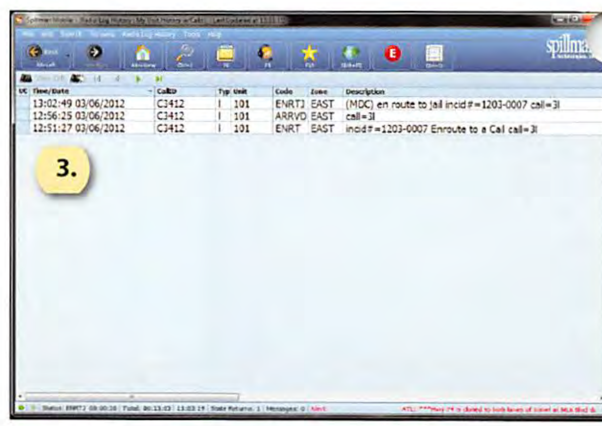
Mobile Voiceless CAD

1. View the call nature, address, and call comments directly from your laptop computer. The most recent call comments are highlighted in red. You can also access information about related contacts, incidents, names, and state returns.



2. Update your unit's status and add comments directly from your laptop computer.

3. Using Mobile Voiceless CAD, you can quickly obtain a log of your call times for record keeping or reporting without the assistance of dispatch.



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Spillman Touch®

Police Sheriff Communications

Complete Spillman tasks from a mobile device

The Spillman Touch module allows public safety personnel to access records and images, search for data, view dispatch information, and receive call assignments using a mobile device. Integration with the Spillman database enables users to see dispatch calls as they are received and update their unit's status. Personnel can also search for name, vehicle, property, and incident records and see related alerts and warnings in situations where desktop or laptop computers aren't accessible.

Advantages

- Access calls and critical information while away from a traditional workstation.
- Monitor call volume and patrol unit locations outside of the call center environment.
- Review dispatch assignments from a motorcycle or bicycle patrol.
- Search and retrieve records data during a field interview.
- Maintain officer safety by viewing alerts and warnings from a mobile device.

Built On SENTRYX® Mobile Office

Key Features

User-Friendly Interface
The Spillman Touch module is designed for convenient click or touch-screen navigation from a mobile digital device. Images appear on the screen as thumbnails and can be viewed full screen by touching or clicking on the image. The images have been resized for mobile digital device screens to conserve bandwidth for faster downloads. Phone numbers are automatically formatted as links so that you can dial them directly from a device. You can also send emails with links to a record. In addition, Spillman Touch utilizes the same user login information as the main Spillman system, preventing users from having to memorize multiple passwords and usernames.

Integration with Google Maps™
When an address is selected in the Spillman Touch module, a Google map is automatically opened. You can see the current address, destination, traffic information, and turn-by-turn directions.

Real-Time Call Updates
View all active calls, the nature of the call, address, and any assigned units. If you have been assigned a call, it will automatically appear at the top of the call list. Calls are color-coded by unit status, allowing you to quickly see whether officers have arrived on the scene and if a unit's timer has expired. You can also view call comments, which can be set to refresh periodically, and enter your own comments from your mobile device.

Field Searching
Search your agency database for names, property, vehicles, and incidents from a mobile digital device using Spillman Touch. You can view Spillman Involvements® related to any record. In addition, the module helps maintain officer safety by displaying records with warrants or alerts in red. Spillman Touch supports wildcard searching, and if a search finds no results, the software uses secondary search rules to attempt to match a possible record. For example, if no results are found on a name search, the software will search for a matching social security number or driver license number.

Data Partitioning
Protect sensitive data using the Spillman Touch data partitioning feature. The module obeys the partitioning rules already in place in your Spillman system, allowing users in the field to see only records that they have been authorized to view.

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Spillman Touch®

Spillman Touch is compatible with BlackBerry®, iPhone®, and Android™ smartphones. It is also optimized to use on an iPad® or desktop computer, allowing you to take advantage of crisp, high-resolution navigation through maps and other mobile data.

1. Calls are color-coded by unit status, enabling personnel to see at a glance which calls are most crucial. Green indicates that a call has been received by dispatchers, yellow signifies that a unit is en route, blue shows that officers have arrived on the scene, and red signals that a unit has been at a call longer than the allotted time without apprising dispatch of current status.

2. You can retrieve information about a name record in the Spillman system, including mug shots, physical characteristics, alerts, Involvements®, and more. You can directly dial a phone number by simply touching the number formatted as a link on the screen and open a Google Maps™ map to the location by touching the address link.

*The Spillman Touch module is fully compatible with Spillman 6.1 and 6.2. Most features are also compatible with Spillman 4.6.

About Spillman

For more than 30 years, Spillman Technologies has provided public safety professionals with state-of-the-art software solutions backed by unparalleled customer service. Today, Spillman's integrated public safety software is used by more than 1,000 police departments, sheriff's offices, communications centers, fire departments, and correctional facilities nationwide.

Police Sheriff Communications Fire Corrections

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Jail Management

Sheriff | Corrections

Book and assess inmates while managing operational data

The Jail Records module automates an agency's jail processes from start to finish. Vital functions such as booking procedures, inmate tracking and assessment, and agency billing enable correctional facilities to manage data efficiently and securely.

Advantages

- Ensure consistent inmate processing with step-by-step booking and customizable assessment procedures.
- Maintain detailed histories for each inmate to reduce agency liability.
- Track inmate location and movement using convenient inmate logs, bar-coded wristbands, and tracking tools.
- Manage inmate court appearances, medical appointments, and other activities with easy-to-use event scheduling.
- Accurately track inmate cash accounts using automatically updated balances.

Key Features

Booking Process
Streamline inmate booking with simplified, step-by-step functions and seamless integration with the Records Management solution. You can easily obtain stored name information and choose from menu-driven options to collect information about property taken, property issued, inmate medical conditions, and risk assessments. A checklist screen allows you to see what has not been completed for an inmate's booking. The Start Booking screen will display images of an inmate and automatically create an inmate record if needed.

Assessments
Determine whether an inmate should be placed in minimum security or under intensive supervision, what type of medical care is required, and more using the Assessments feature. Assessments can be decision tree-based, meaning that each question in an assessment is dynamically determined by the inmate's previous answer. This feature is customizable, allowing you to create and maintain multiple assessments.

Inmate Medical Screen
Quickly view all medical information associated with a particular inmate using the Inmate Medical screen. The Inmate Medical screen lets you see all current and past medications and medical conditions for an inmate. It also contains a tab that displays an inmate's assigned physicians and medical screenings performed.

Inmate Flags
Relay valuable inmate information to jail personnel using the Inmate Flags feature. For example, an inmate record can be marked with a specific flag to note a warning. Clicking the flag will display the description, instructions, and agency procedures and policies. Flags are only visible inside the jail software and are not available from other parts of the Spillman system. Flags can also be given optional expiration dates, after which they are no longer visible.

Accurate Inmate Cash Accounts
Easily record cash taken during booking and track inmate purchases in the optional Commissary Management module. You can view an inmate's current balance and a history of all account transactions as well as record receipts, disbursements, and adjustments for accurate accounting.

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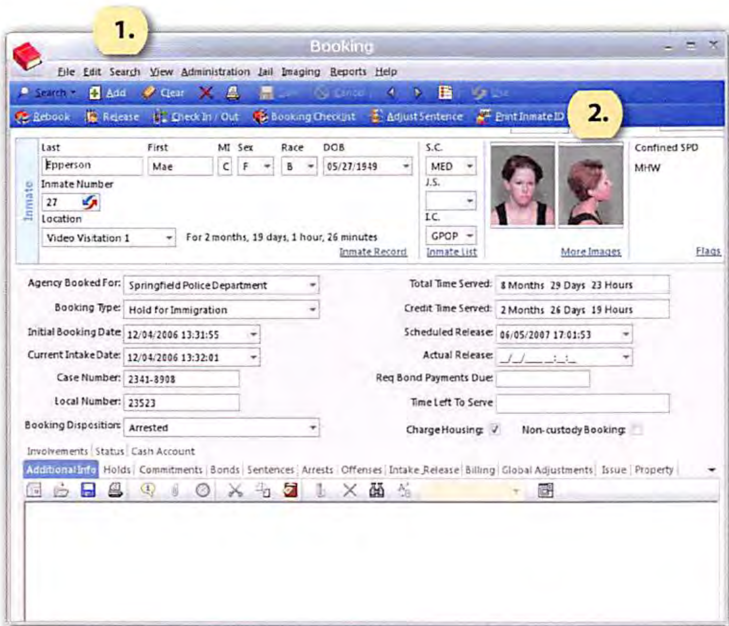
Scheduled Events
Organize jail activities with the Scheduled Events feature. Events can be entered into the system and set to recur by day, week, month, or year. The Event Viewer will display the time, date, inmate name, and other details of the event. Reminders allow a user to snooze, dismiss, or open an event. The Event Viewer can be set to show events that are approaching, and events that are past due will appear in red.

Jail Log
Add multiple officers and inmates on the same log entry with the Jail Log feature, eliminating the need to create a separate entry for every person involved in an event. You can also automatically create a jail incident from an inmate log entry. Using the Jail Incident Table, you can easily produce a law incident directly from a jail incident. Narratives will be stored in a separate detail table.

Keep Separate
Isolate specific inmates from each other using the Keep Separate feature. The software will notify you if a Keep Separate violation has occurred. This feature allows you to include an expiration date and narrative for each Keep Separate record.



1. **Booking Table**
The Booking table contains a standardized Inmate Name block and has navigational options to the Arrest, Sentence, Offense, Bond, and Inmate screens. Easily view an inmate's intake date, scheduled release date, time served, and Involvements®.

2. **Inmate Bar Code Scanning**
Conveniently track groups of inmates or individuals by creating bar-coded wristbands using the Print Inmate ID feature and selecting the preferred printer and wristband format. An inmate's wristband can be scanned to record their location as they are moved from place to place.

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Police | Sheriff | Communications | Fire | Corrections

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state link

Query state and national data and update local records

The State Link module enables agencies to access state, national, and other external databases in order to send queries or update records on information such as warrants, stolen vehicles, missing persons, driver's licenses, and criminal histories. With State Link, local and state queries can be sent simultaneously. In addition to the State Link request screen, queries and data transactions can also be sent from the CAD module and various Records Management screens.

advantages

- Send or receive transactions using the same PC or workstation.
- Query state and local databases at the same time from one screen.
- Create state-specific transaction forms to meet custom needs.
- Allow only authorized users access to transaction forms by setting security privileges.
- Collect instant radio log entries for each transaction through State Link's integration with CAD.

key features

Accessing Transactions
Access transaction forms from the Spillman CAD command line; from a record in any Spillman module; from the State Link request screen within the CAD module; or from a list of the 20 most recent transactions.

Recall Transactions
The recall transaction feature displays a list of your 20 most recent State Link transactions. If you previously sent incorrect information, if the state connection was not completed, or if you obtain new information, you can quickly access the transaction, update it, and then resend the transaction.

CAD Integration
You can automatically create a CAD radio log each time a dispatcher sends a transaction to the state, national, or other external database. The radio log entry includes the unit, responsible agency, time and date, and transaction information.

Multiple Response Destinations
Query and transaction responses can be sent to a printer, e-mail address, group of users, or the State Link request screen. Each time a transaction is sent, you receive a response with the queried information or a response stating that no matching records were found.

Mobile Integration
Using a Mobile State Link connection, field officers can query local, state, and national databases simultaneously for instant data on names, vehicles, property, wanted persons, and available images.

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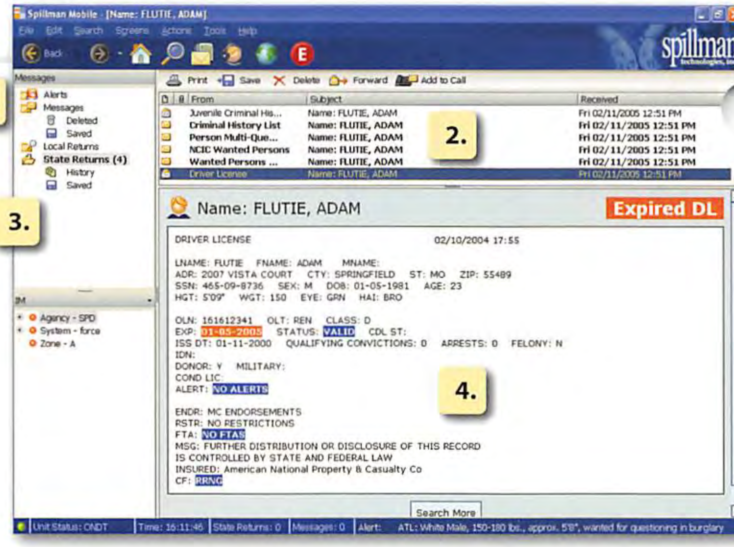

1. Mobile State Link

In Spillman's Mobile Message Center, you can quickly view all local, state, and national transaction returns.

2. State Link Returns

View transaction returns and information such as the source of the return, the subject, and the date received.

3. Transaction History

View the number of state returns in your transaction history and select transactions to save for future reference.

4. Return Detail

Returns are displayed in a format that is state-specific. In this example, a driver's license return is shown, with alerts appearing in red and other points of interest in blue.

other records modules

- Law Records with UCR/NIBRS
- Evidence Management
- Traffic Information
- Civil Process
- Evidence Bar Code & Audit Interfaces
- Imaging
- Licenses & Permits
- Pawned Property
- Pin Mapping
- Vehicle Impound

about spillman

Spillman Technologies meets the individual needs of public safety professionals with a full suite of software solutions. The software is installed at more than 700 agencies nationwide.

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Evidence Bar Code & Audit Interface

Police Sheriff

Control evidence items and track location and movement

The Evidence Bar Code & Audit Interface module provides agencies with bar coding capabilities for evidence management along with a portable handheld bar code reader to inventory and audit an evidence room for tracking item location and movement.

Advantages

- Manage evidence quickly and easily by attaching bar codes to evidence items.
- Print bar codes including information such as agency name, incident number and location, and evidence type.
- Check the Evidence Management table for discrepancies in item location and status using a portable handheld bar code reader.
- Ensure proper chain of custody by updating records and tracking evidence movement.

Key features

Bar Coding Interface

Automatic Data Transfer
Record the time and location of accidents occurring in your jurisdiction as well as any conditions, causes, and damages incurred. The software contains data fields that meet the Model Minimum Uniform Crash Criteria (MMUCC) standards, criteria that help you collect consistent, reliable accident data. This information allows you to identify traffic safety problems, establish goals and performance measurements, and monitor the progress of programs.

Evidence Status Change
Easily change the status of several evidence items at the same time by using the Scan option while you scan each item's bar code.

Bar Code Printing
You can print to either a laser printer or label printer from the Evidence Bar Code & Audit Interface module. Print bar codes for evidence items from a label printer. From a laser printer, print bar codes for all of your Spillman code tables such as color, item status, transaction type, and location codes.

Inventory & Audit Interface

Collect & Store Inventory
Using a portable handheld bar code reader, you can easily collect and store scanned inventory information, including the item number, storage location, and custodian's name.

Evidence Location
Track information on moved evidence items including item number, storage location, custodian name, transaction code, time and date of transaction, quantity moved, and reason for move.

Handheld Inventory & Bar Code Reports
To ensure data integrity, you can run the Import Inventory Bar Code report and the Import Move Inventory report to check for discrepancies between the data downloaded from the portable bar code reader with information contained in the Evidence Management table.

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Evidence Bar Code & Audit Interface

1. Agency
The name of your agency appears at the top of the bar code.

2. Incident Number and Location
The bar code indicates the incident number and evidence location.

3. Item Number
Spillman software assigns a sequential number to each evidence item.

4. Evidence Description
The evidence type and name appear below the bar code.

1. **JEFFERSON COUNTY EMERGENCY EVIDENCE TAG**

2. **INCIDENT #:** 0110-0001 **LOCATION:** LOCKER 6

4. **DESC:** Gun Glock 40 Cal

3. 20

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Police Sheriff Communications Fire Corrections

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Driver License Scanning

S

Police Sheriff

Automatically populate Mobile search screens and field reports with driver license data

Spillman's Driver License Scanning module gives officers the ability to scan a driver license, automatically populate Mobile search screens with the driver's name, date of birth, address, race, gender, and driver license identification number, and automatically query the local database as well as state and National Crime Information Center (NCIC) databases.* Data gathered from a driver license can be used to efficiently conduct database searches and complete field reports.

Advantages

- Save time by having the correct report fields automatically populated with scanned data.
- Identify stolen and counterfeit driver licenses by scanning them into Spillman's Mobile solution.
- Automatically conduct local, state, or national database searches whenever a license is scanned.*
- Gather information from both bar-coded and magnetic stripe driver licenses.
- Comply with American Administration of Motor Vehicle Administrators (AAMVA) standards.

Key Features

Automated, Accurate Data Entry
When a license is scanned, the Driver License Scanning module automatically populates the appropriate fields on the Mobile search screen with the driver's information. Driver license data can also be used to populate the Mobile Law Form, Mobile Accident Form, Mobile Citation Form, and Law Field Interview Form (each form sold separately).

Customizable Searching
Pre-program the Spillman Driver License Scanning module to conduct searches in local, state, and/or national databases whenever a license is scanned. Officers can use the information returned from those searches to determine if the license is valid, check for outstanding warrants, confirm if the vehicle is listed as stolen, and view criminal history information as well as any previous incidents involving those people or vehicles.

Dual Scanning Capability
Gather information by scanning both magnetic stripe licenses and bar-coded licenses where available. The module adheres to American Administration of Motor Vehicle Administrators (AAMVA) standards, allowing it to easily gather information from licenses created in states across the nation, including 20 states and entities that use magnetic stripe licenses and 52 states and entities that use bar-coded licenses.

Mobile Office

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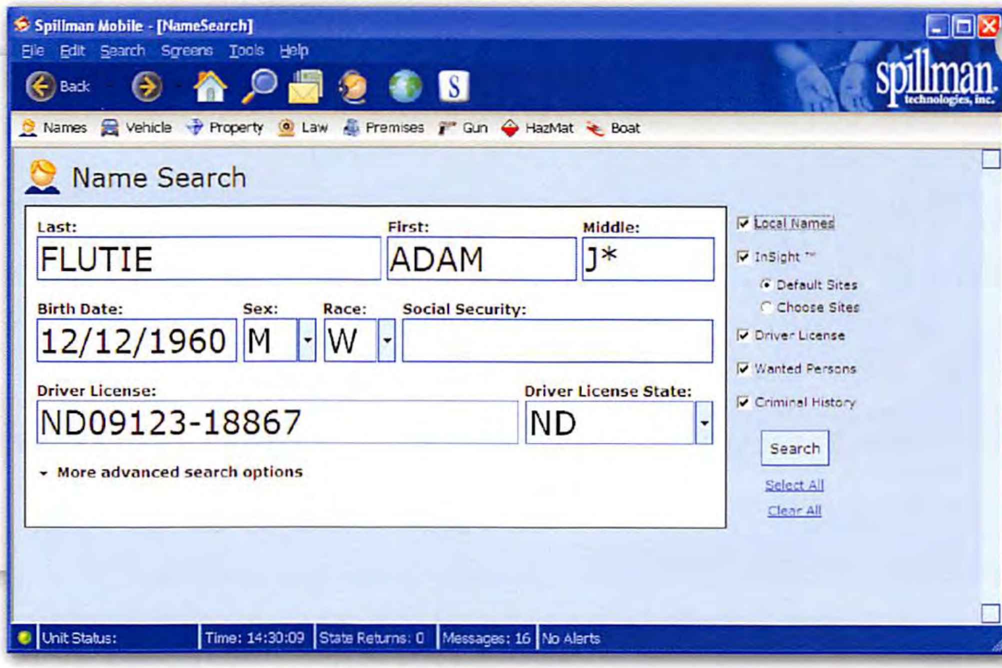
Driver License Scanning

When a driver license is scanned, the driver's name, birth date, driver license number, and state are automatically entered into the appropriate Mobile search screen fields. The system can be configured to automatically search local, state, and national databases, or officers can select which records databases to search for additional information.



Spillman's Driver License Scanning module is compatible with a wide variety of hardware, including the following devices:

- MagTek® Mini Swipe Reader (USB) HID Magnetic Stripe Reader
- SymbolTech DS 6707 2D Barcode Reader
- E-Seek Model 250 2D Bar Code and Magnetic Stripe Reader
- Honeywell 4600g General Purpose Area Imager 2D Barcode Reader
- Code Corporation Code Reader 2.0 and 3.0 2D Barcode Readers
- L-Tron 4810LR 2D Barcode Reader
- Panasonic Mobile Data Wireless Display with Integrated Magnetic Stripe Scanner
- Panasonic Toughbook U1 (with integrated 2D barcode scanner OR with integrated 2D barcode and magnetic stripe scanner)

*When used in conjunction with Spillman's State Link module.

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E9-1-1 Interface

Police | Sheriff | Communications

Receive reliable ANI/ALI information

The E9-1-1 Interface receives automatic number and location information (ANI/ALI) data from a standard E9-1-1 system and transmits the information to the Spillman CAD system. Used in conjunction with the CAD and CAD Mapping modules, the E9-1-1 Interface enables an agency to view locations of both wireless and landline calls on a map.

Advantages

- Meet federal regulations for Phase I and Phase II compliance using CAD information delivered through the E9-1-1 Interface.
- Access critical contact information as it is updated in an active CAD call record.
- Receive latitude and longitude call location data from wireless devices such as cell phones and PDAs.
- Streamline data entry by automatically transferring ALI data to the comments field in a call record.

Key features

Automatic Field Entry
The E9-1-1 Interface automatically adds agency-specified call information to your CAD screen, including contact name, address, city, and phone number. This feature minimizes data entry, enabling you to rapidly create accurate call records while minimizing data entry errors.

Mapping ALI Data
Used in tandem with Spillman's Geographic Information System (GIS) and CAD and CAD Mapping modules, the E9-1-1 Interface improves data accuracy and promotes faster response. When you receive a call, the E9-1-1 Interface pre-fills the information, which is then validated by the call-taker using Spillman's GIS technology. Once verified, the call location is automatically plotted on Spillman's CAD Map, routed to the appropriate call taker, and displayed on the call taker's screen.

Cellular Location Data
When you receive a call from a wireless device, the initial ALI information generally contains Phase I information, or the cell sector from which the call originated. This information automatically populates the Address field of Spillman's CAD Add Call screen. When you perform an ALI rebid to receive additional Phase II latitude and longitude information, the updated location information is populated in the Add Call screen. The system can be configured to automatically transfer the original ALI information to the Comments field of the call record. This way, you can perform continual ALI rebids to update location information while retaining a history of all ALI information received.

Visual Call Locations
Integration with Spillman's CAD Mapping module enables you to immediately view calls on a computer-generated map, along with the street name where the call is located and the nearest cross streets for improved dispatching accuracy.

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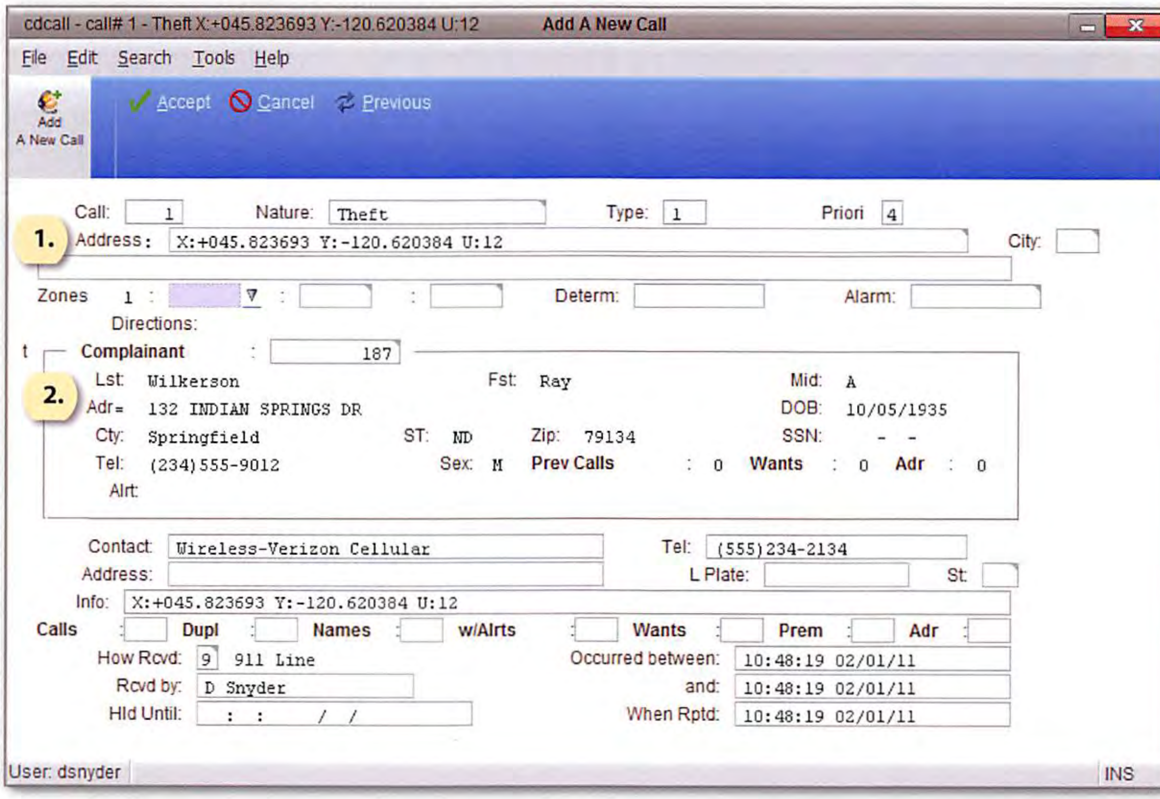
E9-1-1 Interface

1. Location Data
ALI information automatically populates in the Address field of the Add Call screen. Calls originating from a land line appear as addresses and cellular calls appear as latitude and longitude coordinates.

2. Call Data
Agency-specified call information automatically populates into your call screen, including contact name, address, city, and phone number.



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ProQA® Interfaces

Police | Sheriff | Communications | Fire

Seamlessly integrate ProQA into your routine CAD functions

The ProQA Law, Medical, and Fire Interfaces allow agency personnel to transfer important call data between Spillman's Computer-Aided Dispatch solutions and ProQA. Certification in all three disciplines ensures that Spillman's CAD and ProQA work together seamlessly. The interfaces integrate ProQA data into the dispatch process, making it easy to start a new ProQA case and keep a thorough record of calls, searchable from within Spillman's CAD.

Advantages

- Automatically populate law, medical, and fire ProQA data into the correct Spillman CAD fields, saving dispatchers time and reducing the chance of error.
- Easily view the ProQA determinant while working in CAD.
- Efficiently track incidents between CAD and ProQA using the same response code and incident number.
- Retrieve a summary of ProQA calls in CAD.
- Conveniently access the ProQA responder script and case summary.

Key Features

Bi-Directional Data Flow

Automatically store law, medical, and fire call data in both ProQA and CAD. The ProQA Interfaces populate ProQA data into the appropriate CAD records. Likewise, the interfaces integrate CAD data, such as the location of the incident, into the correct ProQA fields. The interfaces also create responder scripts or case summaries of ProQA calls in the comment fields of CAD.

Streamlined Operation

Open a ProQA screen automatically while working in CAD. System parameters can be set so that ProQA opens when a law, medical, or fire call is received. The interfaces will automatically populate the appropriate ProQA fields with information determined in ProQA. As determinant codes are updated or reconfigured, this information is immediately passed on to dispatchers through the Spillman CAD system. The interfaces also allow the call takers and dispatchers to place ProQA sessions in a pending status during high-volume call times, to be completed when time allows. A dispatcher can also quickly re-open any ProQA session that has been closed.

Fast Response

Use the ProQA determinant in CAD to quickly define your agency's response plan and unit recommendations. The ProQA determinant is automatically populated into CAD after data is entered in ProQA, allowing an agency to respond efficiently to calls.

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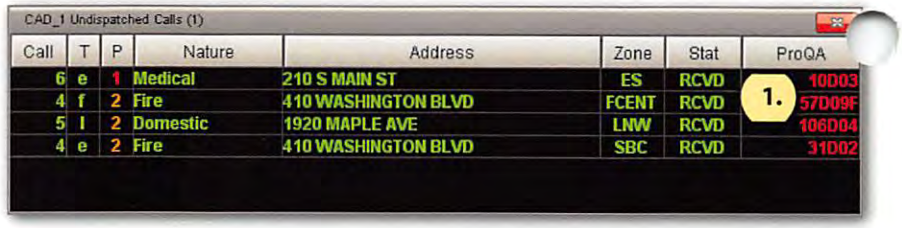
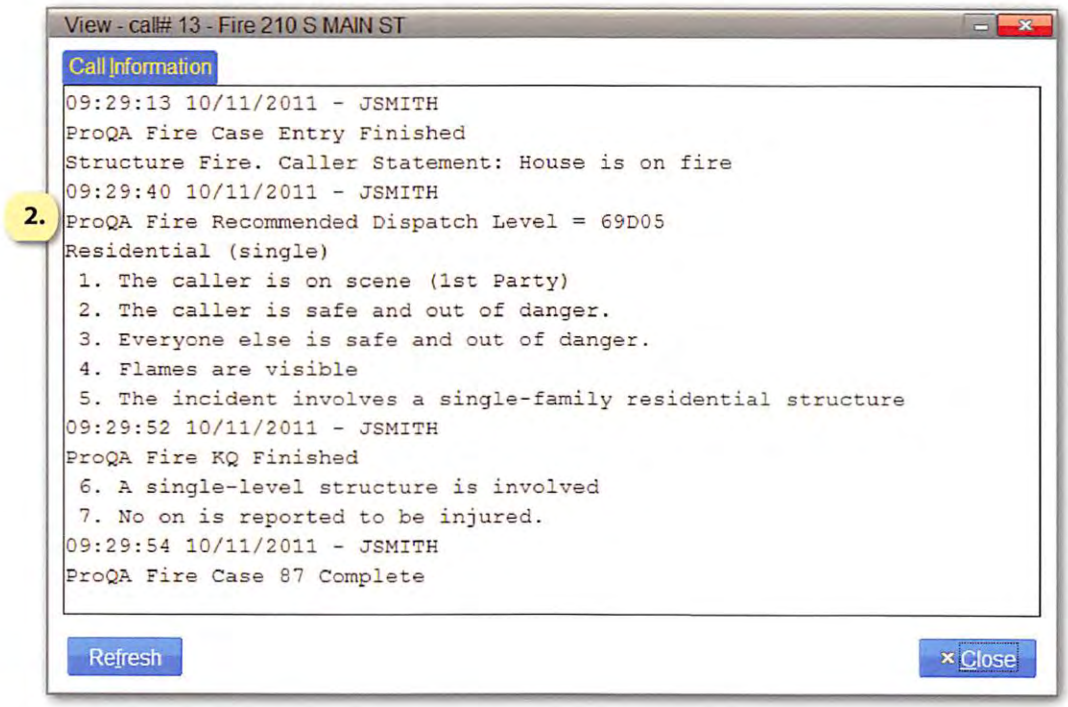
ProQA® Interface

1. **ProQA Determinant**
View the ProQA determinant while working in CAD. The determinant helps your agency decide how to respond to an incident.

2. **Responder Script**
A responder script of each call entered in ProQA automatically appears in Spillman's CAD.





ProQA is a registered trademark of Priority Dispatch Corp.™ evolved from Medical Priority Consultants, Inc.™ in the United States and certain other countries. The ProQA Law, Medical, and Fire Interfaces are each sold separately.

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ERS Fire & EMS Records Interface

Quickly complete fire and EMS reports, manage department events and tasks, and submit NFIRS data.

Spillman's interface with Emergency Reporting System (ERS) allows you to efficiently complete reports and transfer information from Spillman's Computer-Aided Dispatch module into the ERS fire and EMS reporting and records management system. ERS allows you to manage all your fire department's incident reporting, scheduling, training, hydrant maintenance, administrative reports, occupancy inspections, and personnel requirements from any Internet browser.

Advantages

- Conveniently import CAD call data from Spillman's Computer-Aided Dispatch module.
- Automatically submit required information to the National Fire Incident Reporting System (NFIRS).
- Access your fire & EMS Records system from an Internet browser.
- Utilize a color-coded checklist process for fast, accurate data entry.
- Multiple user access allows personnel to enter incident data and manage resources from several locations simultaneously.

Key Features

CAD Integration

Seamless integration with Spillman's CAD module provides your department with immediate access to critical call information. Information gathered in CAD is automatically transferred into the corresponding reporting fields, including incident number, call date and time, address, and incident narrative. If a dispatcher makes changes or additions in CAD, the new data is updated in the reporting system in real time.

NFIRS and NEMSIS Gold Compliant

The ERS Fire & EMS Records Interface is a fully integrated and compliant with both the National Fire Incident Reporting System (NFIRS 5.0) and the National Emergency Medical Services Information System (NEMSIS) Gold Certification EMS Standards. The system is equipped to handle a wide range of fire and EMS incident scenarios. Once the incident report is authorized, the validated record is submitted to NFIRS on a set schedule.

Simplified Reporting

ERS guides you through each required step when filling out a report using red and green icons at the top of the page that show which steps are complete and which are yet to be completed. The application prevents you from submitting a report until data has been entered into all required fields.

Daybook

View upcoming events, critical notices, shift information, and messages using the Daybook, the homepage of your ERS account. After logging into the application, you will be taken to the Daybook screen. This feature is customizable by the user; for example, maintenance personnel can see vehicle repair schedules, while fire inspectors can view a list of upcoming inspections. You can post and view notices, view the day's activities and tasks, access reports, and more.

Anytime, Anywhere Connectivity

The ERS Fire & EMS Records Interface is web-based, allowing fire fighters to enter data on-scene, paramedics to complete reports from the hospital and command staff to manage resources from anywhere online.

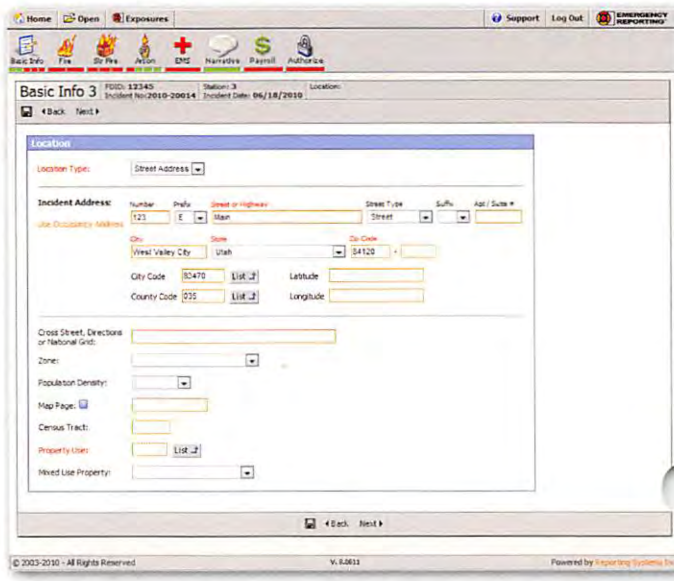
ERS Fire & EMS Records Interface

Workflow
Track workflow using the ERS Fire & EMS Records Interface. You can easily view a list of reports you need to complete or review, submit a report for approval, view the report's status, and set up a request for notification when the report is completed.

Library
Store agency documents and public forms in the library section of the ERS Fire Records Interface. You can upload time-off requests, tax forms, tour requests, and more, which employees can then reference for future use.

Data Security
Each authorized user is required to enter a unique user name and password to access the system. Administrators can designate all users' level of access to information, protecting sensitive data from unauthorized users. In addition, the system meets HIPAA and Department of Defense security standards.

Use the ERS Fire and EMS Records Daybook to track upcoming tasks and assignments, see critical notices, and maintain a daily log.



Use the reporting features to gather crucial details about an incident. The red and green bar at the top of the page shows you which tasks have been completed. Fields with red labels must be completed before the record can be submitted.

Fire and EMS functionality in the ERS Interface can be sold separately.

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855.SPILLMAN
info@spillman.com
www.spillman.com

About Spillman

For more than 30 years, Spillman Technologies has provided public safety professionals with state-of-the-art software solutions backed by unparalleled customer service. Today, Spillman's integrated public safety software is used by more than 1,000 police departments, sheriff's offices, communications centers, fire departments, and correctional facilities nationwide.

Police Sheriff Communications Fire Corrections

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HipLink® Paging Interface

Police | Sheriff | Communications | Fire

Wirelessly transmit call information to a variety of electronic communication devices.

Spillman's HipLink Paging Interface allows dispatchers to wirelessly relay crucial call information to a wide range of electronic devices. Messages can be sent from Spillman's Computer-Aided Dispatch module in real time. Pages can be sent manually, or the interface can be configured to send pages automatically based on the type and nature of the emergency.

Advantages

- Communicate CAD call information to an assortment of electronic devices.
- Send pages wirelessly, eliminating the need to purchase a paging terminal or other expensive hardware.
- Reduce the dispatcher's workload using the automatic paging feature.
- Easily provide public safety personnel with updated information using the manual paging feature.
- Preserve call details and other page data in a log table for your records.

Key Features

HipLink

Fast, Flexible Data Sharing
Quickly communicate phone numbers, alphanumeric messages, call details, and incident updates to public safety personnel in real time. Spillman communicates directly with HipLink using a TCP/IP connection, eliminating the need for an Ethernet serial connection. Spillman's HipLink Paging Interface utilizes the latest standards in paging technology, WCTP, SMTP, and SNPP, enabling users to send information to pagers, smart phones, faxes, printers, laptop computers, landline phones, and more. With HipLink, agencies also have the option of text-to-voice compatibility.

Wireless Communication
Because the HipLink Paging Interface communicates wirelessly using all IP-based protocols, it eliminates the need to purchase expensive hardware, like modems and paging terminals. You may still use a Telocator Alphanumeric Protocol (TAP) modem as a backup system to send pages in the event of an Internet failure.

Customizable Automatic Paging
Send pages automatically based on the nature or status of a call. For example, you can configure the paging interface to send pages to specific units or to units assigned to a certain zone, depending on the nature or location of the incident. Configuring the interface to send pages by status allows pages to be sent automatically once a CAD call is assigned a specific status.

One-Touch Manual Paging
You can manually send pages from the CAD command line or with a single click of a mouse. The manual paging capability allows dispatchers to conveniently send public safety personnel call updates or additional call information as needed.

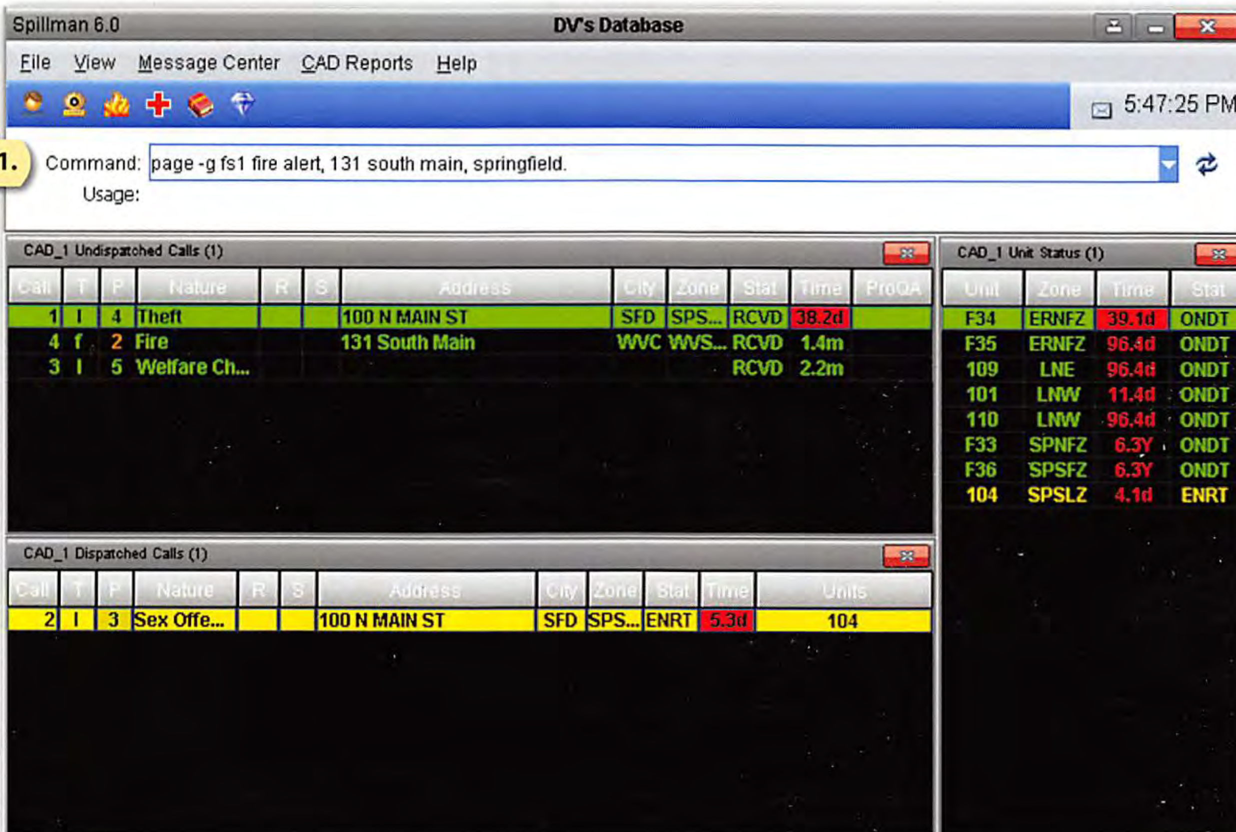
Data Preservation
Verify call details and document agency performance. All pages sent using the HipLink Paging Interface are automatically saved in a Spillman log table. The data can be accessed for liability purposes or used to evaluate your agency's efficiency and call response time.

Reliable Partnership
Spillman's partnership with HipLink Software allows customers to take advantage of advanced paging technology provided by a respected industry presence. Founded in 1993, HipLink Software is a leader in wireless technology and caters to a large customer base, including hundreds of government and public safety agencies.

spillman® technologies, inc.
reliable innovation

HipLink® Paging Interface

1. Using Spillman's HipLink Paging Interface, you can send pages manually to individuals, patrol units, and pre-defined groups. Pages can be sent using a mouse or directly from the CAD Command Line, as shown here. This page is being sent to the group (g) fire station 1 (fs1), and the message is "fire alert at 131 South Main, Springfield".



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Police Sheriff Communications Fire Corrections

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EXHIBIT K

CITY'S REQUEST FOR PROPOSAL

(Separate Document Attached by Reference)

CITY OF REDDING

SUPPORT SERVICES DEPARTMENT
PURCHASING DIVISION
777 Cypress Avenue, Redding, CA 96001-2718
P.O. Box 496071, Redding, CA 96049-6071
530.225.4138 FAX 530.225.4434

CITY OF REDDING, CALIFORNIA

REQUEST FOR PROPOSALS FOR
INTEGRATED PUBLIC SAFETY CAD/RMS/JMS
REPLACEMENT PROJECT
(Schedule Number 4718)

In accordance with the provisions of the Municipal Code of the City of Redding, sealed proposals will be received by the City Clerk of the City of Redding, at the 3rd Floor City Clerk's Office at City Hall, 777 Cypress Avenue, Redding, California 96001-3318, until **3:00 p.m., Monday, June 08, 2015**, for the Integrated Public Safety CAD/RMS/JMS Replacement Project, per specifications and terms and conditions contained herein.

PROPOSALS RECEIVED AFTER THIS TIME AND DATE WILL NOT BE ACCEPTED OR CONSIDERED.

The said proposals will be opened at 3:00 p.m. on **Monday, June 08, 2015**, in the designated City Hall Conference Room as posted in the main lobby of City Hall, 777 Cypress Avenue, Redding, California.

All interested parties **must** register their intent to submit a proposal by no later than 3:00 p.m., PST, **Thursday, April 23, 2015**. The cutoff for receipt of written questions is 3:00 p.m., PST, **Thursday, April 30, 2015.**

The Proposer shall provide the original (unbound) and eight (8) copies of the proposal. Facsimile or electronic copies will not be accepted. One (1) separate, sealed Cost Proposal shall be submitted with the lot of proposals and shall also contain an electronic version of the proposal on a thumb drive.

The City of Redding reserves the right to reject any or all proposals or portions thereof and to waive minor irregularities.

THE CITY OF REDDING
Purchasing Division

Elizabeth B. Peer

Elizabeth B. Peer, C.P.M.
Purchasing Officer
(530)225-4137
bpeer@ci.redding.ca.us

INTEGRATED PUBLIC SAFETY

CAD/RMS/JMS REPLACEMENT PROJECT

REDDING, CALIFORNIA

REQUEST FOR PROPOSAL

Schedule Number 4718

FOR A FULLY INTEGRATED, MULTI-AGENCY, MULTI-JURISDICTIONAL
PUBLIC SAFETY COMPUTER SYSTEM INCLUDING:

COMPUTER AIDED DISPATCH
RECORDS MANAGEMENT SYSTEM
AUTOMATED FIELD REPORTING SYSTEM
JAIL MANAGEMENT SYSTEM
MOBILE DATA SYSTEM
MESSAGE SWITCH

INTEGRATED PUBLIC SAFETY

CAD/RMS/JMS REPLACEMENT PROJECT

REQUEST FOR PROPOSAL

Schedule Number 4718

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INTEGRATED PUBLIC SAFETY

CAD/RMS/JMS REPLACEMENT PROJECT

REQUEST FOR PROPOSAL

Schedule Number 4718

1.0 INTRODUCTION

The City of Redding is seeking, on behalf of the Integrated Public Safety ("IPS") law enforcement agencies of Shasta County, proposals from qualified, law enforcement application software developers to provide and install a fully integrated Public Safety Computer System ("System") that includes the following Subsystems:

- Computer Aided Dispatch ("CAD"), Message Switch ("MS"), and Mobile Data System (MDS) ("CAD Subsystem");
- Police Records Management System ("RMS Subsystem")
- Jail Records Management System ("JMS Subsystem"); and,
- Automated Field Reporting ("AFR Subsystem").

Each Subsystem includes by definition all hardware, software and related services as required herein.

This Request for Proposal ("RFP") includes the instructions governing the proposals to be submitted, the information to be included and the requirements that must be satisfied in order to be eligible for consideration.

It will be the objective of the staff coordinating this activity to provide fair and equal information and assistance to all Contractors.

As used in this RFP, "Contractor" shall mean and refer to all persons who respond to this RFP. "Law Application", "Law Applications" or "Law Application Software" shall mean and refer to the Contractor's primary application software associated with one or more of the Subsystems being proposed. For example, CAD Law Application means and refers to the Contractor's CAD application software. Law Applications means and refers to one or more of the Contractor's CAD, RMS, MDS, AFR and MS application software programs.

RAPIS and SAPSS refer to the two custom built, in-house records management systems that will be replaced by the new System. Both systems reside on IBM iSeries AS400 (redundant systems) servers at RPD. IJS refers to the Shasta County Superior Court's Integrated Justice System, a case management system operated by the Shasta County Superior Court for purposes of automating the court, district attorney's office, probation, and other relevant justice agencies.

This RFP requires bidders to include all necessary and ancillary hardware and software components, project management, installation and integration services, software customization (if required), interfaces to internal and external systems, end user and systems administration training, hardware and software documentation, maintenance and support services, and all expertise and labor necessary for the successful installation and continuing maintenance of a completely finished, fully operational "turnkey" System.

2.0 INSTRUCTIONS TO PROPOSERS

2.1. Submission of Proposals

In accordance with the provisions of the Municipal Code of the City of Redding, sealed proposals will be received by the City Clerk of the City of Redding, at the 3rd Floor City Clerk's Office at City Hall, 777 Cypress Avenue, Redding, California 96001-3318, until **3:00 PM, PST, Monday, June 8, 2015,** per specifications and terms and conditions contained herein.

PROPOSALS RECEIVED AFTER THIS TIME AND DATE OR AT ANY LOCATION OTHER THAN THE CITY CLERK'S OFFICE WILL NOT BE CONSIDERED.

The mailing package is to be clearly marked on the outside with the following:

"Schedule No. 4718, Proposal for the Shasta County Integrated Public Safety CAD/RMS/JMS Replacement Project, Opening 3:00 PM PST, Monday, June 8, 2015."

The Proposer must provide an unbound original and eight (8) bound copies of the proposal. THE COST PROPOSAL MUST BE IN A SEPARATELY SEALED ENVELOPE. PRICING SHALL NOT BE SHOWN ANYWHERE IN THE PROPOSAL.

The proposal must include a statement that prices quoted are guaranteed for a period not less than 180 days after the proposal due date.

2.2. Electronic Version Required

<u>An electronic version of the proposal must be submitted on a single thumb drive, included in the sealed cost proposal envelope.</u> This must be an exact duplicate of the proposal submitted. The electronic version of the proposal will be used for the sole and exclusive use of the City for proposal evaluation purposes only. Upon completion of the evaluation and selection process, the electronic version of the proposals submitted will be destroyed and/or returned to the respective bidder upon request. No copies will be made nor distributed for any reason to any entity other than for the intent described herein.

Text of the electronic version must be in Microsoft Word. Cost Proposal must be in Microsoft Excel. The project schedule must be in Microsoft Project. Proprietary documentation, if provided, may be in .pdf format and protected as deemed necessary for the purpose described herein.

2.3. Signatures

In all cases, an authorized representative of the Contractor shall provide a wet-ink signature for the unbound proposal.

For a partnership, a general partner or Attorney-In-Fact shall sign the proposal. If signed by an Attorney-In-Fact, there shall be attached to the proposal a Power-Of-Attorney evidencing authority to sign proposals, dated the same date as the proposal and executed by all partners of the firm.

For a corporation, the proposal shall be submitted in the name of the corporation and shall be signed by an authorized officer of the corporation. The title of the office held by the person signing for the corporation shall appear below the signature of the officer.

For a limited liability company, the proposal shall be submitted in the name of the limited liability company and shall be signed by an authorized managing member of the limited liability company. The title of the person signing for the limited liability company shall appear below the signature of that person.

For an individual doing business under a firm name, the proposal shall be signed in the name of the individual doing business under the proper firm name.

Any proposal not properly signed shall be considered non-responsive and will be disqualified.

2.4. Notice of Intent to Bid

Contractors interested in bidding on this project MUST SUBMIT A NOTICE OF INTENT TO BID via email no later than **3:00 PM PST on Thursday, April 23, 2015** to: bpeer@ci.redding.ca.us (Binky Peer, Purchasing Officer, City of Redding). A copy of any and all correspondence sent to Ms. Peer regarding this RFP must also be sent to: mvisser@ci.redding.ca.us (Martin Visser, Project Coordinator, Shasta County).

Any party interested in offering the City a proposal shall provide in the notice of intent to bid, a contact name and email address as well as the name of the firm and the US Postal Service (USPS) mailing address.

Contractors may request copies of the site listing (location of buildings and facilities), network diagrams, and additional information regarding pre-existing equipment inventory by stating this request in the Contractor's INTENT TO BID.

Failure to submit the required notice of intent to bid by the due date may result in disqualification of Contractor's proposal.

2.5. Method of Delivery

The Contractor assumes the risk of any delay in the mail or in handling of the mail by any public mail service or any private courier, regardless of whether sent by mail or by means of personal delivery. The Contractor is solely responsible for having the proposal delivered on time at the place specified herein.

2.6. Proposal Conference

A Pre-Proposal Conference meeting WILL NOT be held. Requests for clarification or questions regarding this RFP must be submitted in writing pursuant to Section 2.7.

2.7. Requests for Additional Information

Any and all comments and/or questions regarding this Request for Proposal must be submitted in writing prior to the deadline specified herein, and must be directed to both of the appropriate contacts listed in Section 2.4.

NO PHONE CALLS WILL BE ACCEPTED.

By way of formal Addendum, a written response to questions/comments received will be sent to Contractors submitting a letter of intent to bid, without reference to the name or company submitting the question/comment, in accordance with the schedule listed in Section 2.9.

Addenda to the RFP issued as a result of received comments and questions will be made available at http://www.ci.redding.ca.us/supserv/purch/currentbidqte.htm. It is ultimately the responsibility of the Responder to be sure they are in receipt of all addenda, should any be issued.

<u>Any contact with employees or officials of the Stakeholder agencies outside of the guidelines contained in this Request for Proposal may result in disqualification and rejection of your Proposal.</u>

2.8. Proposal Opening

Proposals will be opened at 3:00 PM PST on Monday, June 8, 2015, in the designated City Hall Conference Room as posted in the main lobby of City Hall, 777 Cypress Avenue, Redding, California.

The City shall not be responsible for the premature opening or loss of a proposal that is not properly identified and addressed.

2.9. Schedule of Events

The City intends to proceed according to the following schedule:

Type of Event	Event Date
RFP released by City	3:00 PM PST, Tuesday, April 7, 2015
Notice of Intent to Bid Due at the City	3:00 PM PST, Thursday, April 23, 2015
Last date for receipt of written questions	3:00 PM PST, Thursday, April 30, 2015
Response to questions sent to Contractors	Thursday, May 21, 2015*
Due Date for Proposals	Monday, June 8, 2015*
Finalists selected and notified	Thursday, July 30, 2015*
Finalist Presentations	Thursday, August 20, 2015*
Site Visits, if any	TBD*
Contractor Selected	Thursday, October 29, 2015*
Begin Contract Negotiations	Monday, November 16, 2015*
Project Begins	Monday, January 4, 2016*

*Estimated dates are subject to change depending on the quantity and/or quality of proposals received and other events outside the control of the City.

2.10. Revisions to the RFP

At the City's sole discretion clarifications deemed material to the understanding of this project will be shared with all parties submitting the letter of intent to bid by way of formal written addendum. Contractors shall acknowledge receipt of any amendment in their letter of conveyance.

2.11. Contractor's Examination of RFP

Each Contractor shall examine all information and materials contained in and with this RFP including all supplemental and addenda information (if any). Failure to do so shall be at the Contractor's risk. Failure to meet all the requirements of the RFP may result in rejection of the proposal.

2.12. Correction of Proposal

Correction of proposals will be permitted only if the correction is not prejudicial to the City or fair competition.

Mistakes discovered after the due date may not be corrected except that a Contractor may be permitted to correct a material mistake that would cause the Contractor to have the highest scoring proposal if the mistake is clearly evident from the face of the proposal; for example, an arithmetic error in addition or subtraction where the error is evident from the numbers in the proposal.

No Contractor shall be permitted to correct a proposal for errors in judgment. A request to correct a mistake shall be signed by an authorized representative of the Contractor and shall be delivered to the City in the same manner as the proposal. Oral requests shall not be accepted.

2.13. Performance Bond

The Contractor selected for this project <u>may</u> be required to post a performance bond in an amount equal to 100% of the total negotiated price of the System to be installed. Contractors must identify the cost of the performance bond in their proposals.

The performance bond, if required, must be perfected within ten (10) days of execution of the contract or the contract shall be null and void. No payments will be made to Contractor until the City has approved a properly executed bond.

The Contractor shall forfeit the Performance Bond in the event the Contractor fails to properly, promptly and efficiently perform the contract or if the contract is terminated by default or bankruptcy of the Contractor.

Contractors unable or by company policy refuses to provide a performance bond for this project must state their reasons and offer an acceptable alternative form of protection for the City.

The City will reject any and all proposals that represent an unreasonable risk to the City.

2.14. Responsibilities of the Contractor

Contractor assumes all costs and liabilities related directly or indirectly to proposal submission.

The Contractor to whom bid award is granted and a signed contract is executed will be designated the "Prime Contractor" for the project.

The Prime Contractor will be the single point of contact during the implementation process, and will be solely responsible for all products and services provided to the City during the implementation and warranty period.

If any component does not meet the requirements of the contract negotiated, the Prime Contractor will provide its replacement and all necessary services related to replacement (acceptable at the sole discretion of the City) at no additional charge.

Any proposal that includes components from two or more Contractors or suppliers must identify the owner of the CAD source code as the Prime Contractor for the project.

Failure to meet these obligations shall result in rejection of the proposal and/or cancellation of all contracts and contractual obligations between the Contractor and the City.

2.15. Pricing

All proposals must be submitted with a “firm fixed price not to exceed” for the System proposed. This must be the grand total System price for all products and services proposed and covering the time period from contract initiation through Final System Acceptance.

All proposals must also include a “firm fixed price not to exceed” for a one-year System-wide warranty period that must begin immediately following Final System Acceptance. The price for the one-year warranty period shall be listed as a separate line item in the cost proposal and not included in the grand total system price.

All proposals must include the annual maintenance costs for each year covering a period of ten consecutive years immediately following the end of the one-year warranty period. This time period assumes an annual renewable maintenance agreement for the Law Applications proposed (including interfaces).

All costs in the cost proposal must be disclosed including any and all costs associated with providing and installing (if necessary, due to no fault of the City) future Updates (see definition for Updates in Section 6.3.5 of this RFP).

Prices shall not be subject to increase during the implementation and warranty period between the City and the Contractor unless negotiated and consummated by a mutually agreeable, properly executed change order. During subsequent maintenance periods, any increase in price shall not exceed the annual CPI index for the state of California.

Proposals that do not provide the cost information described in this Section 2.15 will not be considered.

2.16. Open Procurement

The City reserves the right to accept any item or group of items proposed in any response, unless the Contractor qualifies the offer with specific limitations. However, it is the intent of the City to obtain all items required by this RFP from one Prime Contractor.

The City reserves the right to change any services, hardware or software configurations shown in a proposal by reducing or eliminating services, hardware or software, adding or subtracting additional services, hardware or software or installing hardware or software not presently identified in the proposal.

The City reserves the right to purchase more or less of each item or service at the unit price offered in the proposal, unless the Contractor specifically and explicitly limits the proposal in this regard.

The City reserves the right to negotiate with Contractor regarding variations to the proposal that may be in the best interest of the City.

2.17. Clarification of Proposals

The City reserves the right to obtain clarification of any proposal or to obtain any additional information necessary to properly evaluate a particular proposal. Failure of a Contractor to respond to such a request for additional information or clarification may result in rejection of the proposal.

2.18. Terminology

Unless otherwise provided in the RFP, the name of a certain brand, make or manufacturer does not restrict the Contractor to the brand, make or manufacturer named.

The name, make or manufacturer conveys the general style, type, character, and quality of the article desired, and any article that the City in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted.

2.19. New Equipment, Software Version

Only new equipment may be proposed. The City shall accept only the latest models of hardware and the latest version of Law Application Software, operating system and 3rd party software without exceptions. Out of date software, used or reconditioned equipment will not be accepted.

2.20. Miscellaneous

The City reserves the right to select a proposal without discussion with the Contractor.

The City reserves the right to reject any or all proposals or portions thereof for any reason and to waive minor irregularities.

Each proposal should be submitted on the most favorable terms that the Contractor might propose.

Submission of a proposal shall constitute a certification:

- That Contractor has read and understands this RFP and will comply with its terms and provisions and with any amendments.
- That Contractor independently developed all prices without consultation or collusion with any other Contractors bidding on this project and without the offer of any inducement by anyone who has or may have had a role in the procurement process covered by this RFP.
- That Contractor accepts and submits to the evaluation process contained in this RFP.

3.0 BACKGROUND INFORMATION

3.1. Demographics

Shasta County is approximately 3,847 square miles and has a population of roughly 179,000 with a projected population of 211,827 by 2020.

The City of Redding is located in Shasta County, California, 160 miles north of the state capitol, Sacramento, and approximately 120 miles south of the Oregon border. Redding is the County seat with the largest incorporated city, 61.6 square miles, serving approximately 90,000 residents. Immediately south of Redding is the City of Anderson, comprised of 6.62 square miles and serving 10,000 residents.

The Anderson Police Department, Redding Police Department, and the Shasta County Sheriff's Office formed Integrated Public Safety (IPS) in 1991, an Information Technology (IT) task force under a multi-jurisdictional law enforcement cooperative, for the purpose of sharing IT resources in meeting the automation needs of those agencies. The IPS Board of Directors is comprised of the two Chiefs and the Sheriff who have directed the City of Redding, in cooperation with SHASCOM 9-1-1, the dispatch center for Shasta County, to pursue replacement of the existing regional public safety computer system.

3.2. Anderson Police Department

The Anderson Police Department (APD) provides law enforcement services to the citizens of Anderson, California. APD is located at 2220 North St. Anderson, California, 96007. APD employs 22 full-time employees; 16 sworn, four (4) support staff, and two (2) Community Service officers. There are nine (9) volunteers. Department organization (Exhibit A, Anderson Police Department Organizational Chart) consists of the Office of the Chief and two divisions: Operations and Support Services.

3.3. Redding Police Department

The Redding Police Department (RPD) provides law enforcement services to the citizens of Redding, California. RPD is located at 1313 California Street, Redding, California, 96001. RPD employs 98 sworn officers, 33 civilians and 19 part time personnel for a total staff of 150. Departmental organization (Exhibit B, Redding Police Department Organizational Chart) consists of the Office of the Chief and two divisions: Field Operations, and Support Services.

3.4. Shasta County Sheriff's Office

The Shasta County Sheriff's Office (SCSO) provides law enforcement services to the unincorporated areas of Shasta County and operates the only adult correctional facility in the County. SCSO employs 138 sworn and 82 non-sworn personnel. The Sheriff is also the Coroner. Department organization (Exhibit C, Shasta County Sheriff's Office Organizational Chart) consists of the Office of the Sheriff, Custody, Services, Patrol, City of Shasta Lake and Investigations.

3.5. SHASCOM 9-1-1

SHASCOM 9-1-1 (SHASCOM) is the local 911 PSAP (Public Safety Answering Point) for Shasta County and operates under a Joint Powers Authority as an independent government agency. SHASCOM is located at 3101 South Street, Redding, California, 96001. The Board of Directors for SHASCOM includes the Shasta County Executive Officer, the Redding City Manager, the Shasta County Sheriff, the Redding Police Chief or Redding Fire Chief, and the Anderson City Manager or Anderson Police Chief.

SHASCOM employs 46 non-sworn personnel including a Director, Operations Manager, two division managers, one systems administrator, one administrative secretary, four shift supervisors, one administrative supervisor, thirty-five dispatchers and 3 part-time dispatchers.

4.0 CURRENT SYSTEMS ENVIRONMENT

The current IPS computer system consists of proprietary and in-house developed applications that reside primarily on IBM AS400 equipment and a number of smaller servers. Many of the applications are not integrated. Most files are independent, flat files; no master names file, master vehicle file or master location file exists that serve all applications.

4.1. Computer Aided Dispatch

SHASCOM provides dispatch services for law enforcement, fire and EMS.

IPS agencies dispatched by SHASCOM include the Anderson Police Department, Redding Police Department, and the Shasta County Sheriff's Office. SHASCOM also dispatches for the City of Redding Fire Department, American Medical Response, Mercy Medical Center and the Shasta County Animal Regulations Department (animal control).

The CAD application in use was acquired several years ago and has changed hands several times. Securus is the current support services provider of CAD for SHASCOM through their subsidiary, Archonix Systems, LLC.

The CAD application was written in Borland C++. Some of the code has been updated to support .Net. The core database is Pervasive, a Btrieve type database with a SQL front-end. Most interfaces to external systems are XML. The application runs in a Microsoft Hyper-V High Availability Cluster environment on Windows Server 2012 (dual servers plus redundant RAID 10). The CAD server(s) are located in the computer room at the SHASCOM facility.

The SHASCOM dispatch center is equipped with 12 dispatch/call taker positions. Five (5) additional CAD workstations are used for training purposes. They can be switched from a training workstation to a CAD workstation (including access to CLETS/NCIC) in the event of an emergency. There are 17 additional dedicated CAD workstations in use at various agencies throughout the County to view dispatch status information. The current CAD software does not support status monitor capabilities and the CAD software is required to run CLETS inquiries.

The 12-dispatch/call taker positions are equipped with the Sentinel Vesta Phone System (V. 4.2) by Cassidian, Inc. (acquired in 2013) and the Centracom Gold Elite radio system (V. 10) from Motorola (also acquired in 2013). The Cassidian GeoCast application provides the agency with Reverse 911 capabilities.

Cassidian's Communicator NXT module is used by GeoCast as well as providing dispatchers with telephone call out messaging capabilities to a predefined list. The current CAD system provides out bound text messages to the supported agency resources on a per call basis.

There are six (6) computer screens at each dispatch/call taker position. Three (3) are in use for CAD, one (1) for radio, one (1) for the 911 phone system and one (1) for internet access.

There is no commercial business alarm system or commercial business alarm console. The audio logging recorder is Audiolog by Verint (V. 5.0.16). Pro/QA is used for medical calls. Pro/QA is interfaced to CAD.

The Redding Fire Department RMS is a web-based Emergency Reporting System (ERS) from Reporting Systems, Inc. CAD is interfaced to ERS pushing E-911 and call information into this application. The CAD system also supports "rip and run" for the Redding Fire Department (8 printers at 8 locations).

Tow and Rotations are currently handled through the CAD system. The CAD system receives its master time signal from a Spectrum Netclock 9483 system hosted by SHASCOM. This system also provides time synchronization for the phone, radio, and recording systems.

SHASCOM does not dispatch for Cal Fire or CHP but calls are transferred between all three locations. CalFire uses the SHASCOM CAD workstations located at their facility to monitor local fire traffic.

The current CAD system interfaces to Air-Trak Mobile Resource Management Service, an XML Internet service based in San Diego, California, (paid for by the Ambulance companies) that lets CAD query unit locations before calculating Best Route for an event. This function is only used for routing EMS units at this time.

SHASCOM dispatchers have full user access to the RMS and JMS applications on the AS400. CAD server equipment is currently installed at SHASCOM. RMS, JMS, MS, MDS server equipment for APD, RPD and the SCSO is located in the computer room on the 3rd floor of City Hall, 777 Cypress Avenue, Redding, California, 96001.

Alternate PSAP Operations

The CAL Fire Emergency Communications Center (ECC) building (not to be confused with Redding Fire) is the alternate PSAP should SHASCOM become disabled. CAL Fire is located next door to City Hall at 875 Cypress Avenue. Four (4) fully functional CAD software licenses will be required at this facility.

Geographical Information System/Mapping (GIS)

In anticipation of acquiring a new CAD, the IPS Project Team created a GIS Subcommittee several months ago that reviewed the status of current GIS data. The GIS subcommittee is comprised of law enforcement agency stakeholders and GIS professionals from Shasta County, City of Redding, City of Shasta Lake and City of Anderson. The Subcommittee is currently working to enhance the GIS data infrastructure ahead of the CAD implementation.

GIS enhancements will include, but will not be limited to: an improved street centerline dataset, expanded and more accurate base layers, improvements in data accuracy, and improvements from a parcel based system to an address point based system particularly in specific areas of the County that are considered high crime or high risk areas, etc. Contractors are asked to provide any additional suggestions regarding improvements to GIS that should be considered for this project in order to take full advantage of the functional characteristics of the System proposed.

4.2. Message Switch

The City of Redding hosts the California Law Enforcement Telecommunication System (CLETS) Message Switch (MS). The CLETS coordinator for this project is an employee of the Redding Police Department. Redding IT staff developed the MS in-house using the RPG programming language during the 1980's. The system was later augmented with a message switch and CLETS masks from Datamaxx, Inc. in

2003. Datamaxx CLETS screens are only used by RPD at this time. Type of access by agency is listed below; additional information is available in Exhibit G and Exhibit H.

1. SHASCOM - CLETS access (query only)
2. Anderson Police Department - full CLETS access
3. Redding Police Department including two substations - full CLETS access
4. Shasta County Sheriff - multiple locations - full CLETS access
5. Shasta County Marshal's Office - limited access to enter towed/stored vehicles; other transactions are query only
6. Shasta County District Attorney Criminal Division - query only
7. Shasta County Probation Department - query only
8. Shasta Interagency Narcotics Task Force (SINTF) - full CLETS access
9. Redding Fire Department (Arson Investigators) - query only
10. Shasta County Fire (Arson Investigators) - query only
11. National Parks Service (NPS) Whiskeytown - query only
12. United States Forest Service (USFS) Shasta/Trinity dispatch - query only
13. Shasta County Department of Child Support Services - query only

4.3. Mobile Data System

MDC's were first installed in 1999. The MDC software was acquired from Cerulean but ownership of the software source code has changed several times. Interact 911 is the current support provider for the MDC software. An inventory of the MDCs currently in use at APD, RPD and SCSO are found on Exhibit G, Workstation, MDC and CLETS Access Inventory. All MDC's are currently Panasonic Toughbook. All agencies are in the process of evaluating various handheld devices (i.e., tablets, etc.)

Vehicles are equipped with GPS capable, GX400 Sierra Wireless modems. The wireless infrastructure for CAD to Mobile communications in use is Verizon broadband.

Netmotion (APD and RPD) Radio IP (SCSO) is used as VPN software on the MDC's.

No MDC's are installed in Redding Fire Department (RFD) apparatus. RFD receives dispatches on the radio, and text messages to phones and IPads.

No MDC's are installed in EMS units. Besides the radio, EMS personnel receive text messages on their smart phones from CAD as to the location and type of call.

4.4. Records Management System

APD, RPD and SCSO records management functions consist of a) manual processes, b) use of in-house, custom-developed records management software and some smaller 3rd party applications, and, c) document imaging. Manual processes and document imaging are used to augment deficiencies in the legacy RMS.

The records management system consists primarily of two software applications custom built by City IT staff. They are: 1) the Redding Area Police Information System (RAPIS); and, 2) the Shasta Area Public Safety System (SAPSS).

RAPIS

RAPIS is currently used by APD and RPD.

Development of RAPIS (DB2 database) began in 1983 by the City of Redding IT Department as a single agency RMS system for RPD. RAPIS included several modules: field interview, name and address index, restraining order, subpoena, traffic collision, gang tracking, registrants, career criminal, arrest, training and citation. RAPIS also includes administrative functions and security features.

Ten years after the initial development of RAPIS, in 1994, Redding IT staff developed a new RMS using DB2 on an IBM AS400 called SAPSS to replace many of the RAPIS modules.

SAPSS

SAPSS supports multi-agency RMS requirements for APD, RPD and SCSO. A number of external agencies have query only access to SAPSS including users at SHASCOM, the DA's office and Probation, etc. (see Exhibit G, Workstation, MDC and CLETS access inventory).

Modules in SAPSS include the message switch, master document index (MDI), BCS statistical reporting, wanted persons, case management, a traffic collision module, property/evidence, stolen property and a citation module.

Enhanced security controls access to the record level, or in the case of the message switch, to the user and the workstation level.

Some RAPIS modules were converted to SAPSS to support multi-agency, however, other modules remain operational in RAPIS. This includes the Arrest module, used by RPD & APD.

Redding Police Department and Anderson Police Department disseminate their arrest logs (verified records only) on a regular basis per Public Records Act requests. This is a batch process that runs automatically. RPD sends the file daily via e-mail to two (2) recipients (United Reporting Crime Beat News and Crime, Justice & America). APD sends the file weekly via e-mail to one (1) recipient (Crime, Justice & America).

County programming staff later created a custom arrest module in SAPSS to capture arrest information for the SCSO only (currently in use). Both RAPIS & SAPSS are based on a flat file design with separate, multiple name files in each.

Document Imaging

Document imaging in the County began with the scanning of domestic violence restraining orders at the court and storing the files on optical disk.

Document imaging in the law enforcement agencies began when RPD purchased RealVision (RVI) software in 1997. RPD began imaging case documents in 2000 and APD & SCSO soon followed. Imaging has since expanded & is heavily used by APD, RPD and SCSO.

The court utilizes RVI as their scanning software however; APD, RPD and SCSO use an in-house developed solution consisting of Global360 (front-end) and Autobahn by AquaForest (back-end – convert to .pdf).

Documents by APD, RPD and SCSO are indexed in the SAPSS Master Document Index (MDI). Over one million six hundred thousand documents are indexed in the MDI. Entries are the result of scanning, import from vendor software (Crossroads or Coplogic) or photo capture (legacy, pre-Cogent mug shots). These include, but are not limited to:

- All Crime and Incident Reports
- Confidential Documents
- RAP Sheets
- CLETS Returns
- 3rd Party Medical forms
- DMV, CHP Traffic Reports (CHP 180, 555)
- Citations
- Restraining Orders (TRO's)
- Supplemental reports

Cogent AFIS (Automated Fingerprint Identification System) was acquired by IPS in 2013. All mug shots since that time have been entered and stored in the Cogent system.

Case Referral – IPS to IJS

City of Redding IT staff soon augmented SAPSS with a countywide automated Case Referral System (CRS) in 2001. The IPS to IJS interface, used by RPD, APD & SCSO, handles the electronic data/document transfer between IPS (law enforcement) & IJS (DA & Probation) as well as complaint submittal for prosecution. This process, referred to as the "wheel", has been operational since December 2005.

The "wheel" includes: 1) the ability for the LE Court Liaison officer to prepare/submit the complaint form electronically to the DA & Probation; b) an interface to JALAN that prepopulates data fields in JALAN automatically from "wheel" submissions so the DA and/or Probation redundant data entry processes are minimized; and 3) upload of all eligible documents related to a case previously scanned by records staff in APD, RPD and SCSO or imported from 3rd party vendor software (Coplogic, Redflex and Crossroads).

NOTE: Under certain conditions, the SAPSS-CRS can auto-generate Juvenile Probation complaint(s) using information in the SAPSS-Case, eliminating the need for the court officer to create a complaint. No user intervention is required.

The IPS to IJS interface also includes limited two-way communication between DA/Probation/Court and law enforcement, related to complaint status, updates, follow-up reports, supplemental case information (i.e., additional evidence information), etc.

Infraction citations are electronically transferred (both data & image) to the Traffic Court "wheel" and are processed by Court personnel.

Additional information regarding the interface to IJS is found in Section 6.4.5, Interfaces and Exhibit E, "Wheel Functional Description".

End user access to RAPIS, SAPSS, JMS and CLETS are via Windows-based PC's utilizing emulation software.

Over 800,000 (of the 1.6 million indexed files) have been transferred and placed on the "wheel" for centralized access by various county agencies. Access to these documents from within the new System will also be a requirement for this project (see Exhibit F, Image Documents Access Specifications).

Replacing the legacy RMS (RAPIS and SAPSS) with a new system will result in loss of the IPS to IJS interface described above. It is imperative that the new System is capable of replacing this loss through automated workflow, online access to legacy-scanned documents, and an interface to JALAN/IPS (see Interfaces, Section 6.4.5).

Standalone 3rd Party Applications in Use at IPSS

A web-based property and evidence application called Tracker is used by SCSO. Training Management Software (TMS) is used by SCSO and RPD to track training assignments/certifications. Autocite is used (and will continue to be used) by RPD.

4.5. Jail Management System

A joint project with the Shasta County Court resulted in the acquisition of JALAN in 1995. The JALAN acquisition included a Jail Management System (JALAN/JMS) for SCSO and an integrated justice system for case management (JALAN/IJS) for the District Attorney's Office, Probation Departments (Adult and Juvenile), Public Defender Office and the Superior Court.

JALAN/IJS currently runs on one (1) AS400 IBM iSeries, model 525, housed in the Shasta County Superior Court. RAPIS, SAPSS and JALAN/JMS reside on two (2) redundant AS400 IBM iSeries, models 520 & 525, housed at RPD.

The City's IT Department maintains the JALAN/JMS on the law enforcement network, while the Court's in-house IT staff maintains JALAN/IJS on the County's network. JALAN was subsequently sold to SunGard, the current vendor that provides support services for the JALAN applications.

JALAN/IJS was interfaced with SAPSS in 1994, with the creation of the Wanted Persons system (WPS). Warrant information is "pulled" from JALAN/IJS and pre-loaded into the WPS for IPS users during initial data entry.

JALAN/JMS automates the booking, incarceration, tracking and reporting processes for the jail; commissary is tracked through the 3rd party application called Keefe.

The jail is a 381-bed facility equipped with 37 JMS workstations that have full access (based on security level permissions) to RMS and query access to JALAN/IJS. There are three (3) workstations in the sally intake area used for the booking process. Six external agencies in the County have view only access to JALAN/JMS information.

The booking process at the jail begins when the officer arrives with a prisoner and first enters the inmate's personal information and charges into the booking sheet (a .pdf file on one of three personal computers in the intake sally area). Once completed, the booking sheet (also referred to as the probable cause form) is printed and property is taken from the inmate. Staff processes approximately 1000 bookings a month resulting in approximately 10,000 printed pages per month in support of the booking process.

When the inmate is brought into the booking cage, the booking sheet that was typed up and printed out by the arresting officer is handed to the booking officer. The inmate is fingerprinted using a Cogent 10-print systems located at the jail. A second live scan machine is located at the daytime reporting center/work release program. Cogent is interfaced to JALAN/JMS.

The booking officer enters the same information into JALAN/JMS that was just typed in by the officer. Inmate property information is also entered into JALAN/JMS.

A Central Control staff person then runs a check for wants and warrants through CLETS. Since JALAN/JMS is not interfaced to CLETS, the booking officer must again retype the inmate's name, DOB, SS, etc. to check for warrants.

During intake, some preliminary questions regarding medical are asked using a paper form. If the inmate response with "yes" to any question, a nurse is called. The nurse is onsite under a contract with CFMG (California Forensic Medical Group). CFMG acts as the medical unit for the jail. CFMG staff use their web-based, proprietary medical tracking software, which is not integrated to JALAN/JMS, to track inmate medical information for the jail. Integration between the new JMS and the CFMG medical software is not envisioned at this time.

Jail staff uses a text editor in JALAN/JMS to prepare all reports (disciplinary and criminal reports, information reports, officer safety report, etc.) With limited capabilities, the text editor is frustrating for end users that are familiar with word processing capabilities. Some staff reports they use MSWord to type narrative and then cut and paste the information into JALAN/JMS.

Many processes in the jail are manual. AB109 statistics are prepared and emailed monthly to the State Board of Corrections. Monthly jail profile surveys and quarterly jail profile surveys are prepared and emailed to the State Board of Corrections. A social security report is prepared each month and emailed to that agency through their website. The annual SCAAP report (State Criminal Alien Assistance Program) is also prepared for grant submission related to the housing of illegal immigrants.

JALAN/JMS does generate a report for public release and the probation department (sent via email) from the booking log.

Some processes in the jail require repetitive effort due to inefficiencies in JALAN/JMS. If an inmate is released inadvertently, for example, JALAN/JMS will not allow the booking officer to correct the error. The officer must start over from the beginning and completely rebook the inmate.

While trying to track court dates for inmates, the user must re-enter the court date for each charge. If there are 15 charges for the same person, the user must enter the court date 15 times. An interface to JALAN/IJS should eliminate this redundant data entry process.

If agencies external to SCSO makes an arrest and brings the inmate to the jail, that agency is billed for housing and transportation of the inmate while incarcerated.

Temporary holding fees (daily fee) are charged when the facility is used for temporary housing when an inmate is transported to/from outside agencies.

Cell checks are a combination of manual processes and the use of Guard 1 Inmate Tracking System (Timekeeping Systems, Inc.).

The inmate phone system in use at the Jail is IMCv (Inmate Call Manager from Global Tel-link).

Population tracking is a manual process. Staff reports they do a manual count of the sentenced inmates and then manually search every booking sheet and break it down by charge, release date, etc. and prepare a report for the Sheriff each month. Staff spends as much as 3-4 person hours a month preparing that report. Staff also identified numerous reports that are prepared manually (i.e., AB109) due to inefficiencies in the JALAN/JMS system. IT staff are requested to prepare the more complex reports, creating additional delays in report preparation process. A list of the reports prepared by staff is available upon request.

Work Release Program - Alternative Custody

Tracking inmates in the work release program is done through an in-house module (Work Release Module) custom built by County IT staff. Requirements for a work release tracking module in the new System includes tracking work assignments of inmates, automatically calculating release dates, custody credits (i.e., time credits earned through the work release program), assignments, and maintaining a roster and assignment log.

Work release alternative programs include a) Day Report (daily check-in only), b) home electronic confinement, c) Step-Up Program (allows inmates to go to school), d) Employment Program (weekly check-in only), and e) Work Release (daily check-in/work on site or for a city/count/state operation such as Caltrans).

Contractors offering a 3rd party jail application MUST fully describe the integration that will be provided in the interface between 3rd party jail application and the CAD/RMS subsystem components. Contractor must also disclose all redundant system admin tasks that may be necessary if a 3rd party Law Application is proposed.

Civil Division/Coroner's Office

No applications will be required for Civil or RMS for the Coroner's office.

SCSO is anticipating the implementation of Teleosoft for the Civil Division sometime in 2015. No interface to Teleosoft is anticipated at this time.

The Coroner is currently using a new RMS recently developed by County IT. This system runs independently and is not integrated with RAPIS or SAPSS. No integration of the Coroner's RMS to the new System will be required.

5.0 PROPOSAL FORMAT

All proposals must be formatted as follows:

Page numbers must appear in sequence without break or interruption, and they must appear in the lower right hand footer of each page.

All pages must include line numbering. The line numbering shall restart at the beginning of each page, beginning with number 1, and continue in sequence to the bottom of the page for each line that appears on that page.

Section and subsection numbers must appear throughout the document and must be consistent in format and consecutive in the order in which they appear. Each page of the proposal must be sequentially numbered from the beginning of the proposal to the end, without interruption or break.

5.1. Letter of Conveyance

Each proposal shall include a letter of conveyance, not to exceed two pages in length, which bears an authorized signature legally binding the Contractor to the promises and commitments contained in Contractor's proposal. The letter of conveyance shall acknowledge receipt of all addenda by number, if any issued.

The letter of conveyance must be included in all copies of the proposal and state the Contractor's commitment to a complete and successful installation of the System proposed.

The letter of conveyance shall identify and designate, by name, not more than two individuals authorized to negotiate and sign the contract with the City on behalf of the Contractor. It must also include the name of the individual that will be the lead negotiator should the Contractor be selected for this project.

5.2. Section I Executive Summary

The Executive Summary must appear as Section I of the proposal. The Executive Summary shall be no more than ten (10) pages in length and shall condense and highlight the contents of the proposal in such a way as to provide the reader with a clear understanding of the entire proposal (excluding pricing and cost information).

The Executive Summary must include a discussion of the Contractor's understanding of the City requirements, a general overview of the scope of the project and the Contractor's understanding of the level of effort required to ensure project success.

5.3. Section II Exceptions

Section II must identify each item of this RFP with which the Contractor takes exception, identifying the section heading, section number, subsection number (if any), page number and line number(s) as they appear in this RFP.

Contractor must copy the language from the RFP to which the Contractor is taking exception and must provide text of the proposed change. Explanations are encouraged to help the IPS evaluation team understand the rational for the proposed change.

5.4. Section III Corporate Background/Experience

Section III must include a complete history of the company from inception to date of proposal.

Contractors must identify and describe their company so that a clear understanding of the history, size, scope, experience, expertise and available resources are clearly understandable to the City.

If the company is a subsidiary of a larger firm, it must be identified. Contractor must also identify all company name changes that have occurred from its inception.

If the Contractor has acquired other companies and/or products they must be identified including the name of the company and/or product, and date of acquisition.

Some bidders will be a subsidiary of a larger company. Please include relevant information on the parent company and more specifically, detailed information about the subsidiary (or division) that is dedicated to the public safety marketplace.

Contractors must identify the total number of full time employees (excluding outside contractors or contract employees) that work full time in public safety.

Identify the number of full time employees that work in 1) sales, 2) installation services, 3) training services, 4) support services, 5) administration, or 6) admin support. If an individual works in more than one area, you must pick the area in which that person spends most of their time so as to ensure there is no duplicate count in the totals provided.

Identify all employees that work from their home and identify their location (city, state, country). Home street addresses are not required.

Identify all full time employees that will be assigned to the project and include their resumes in this section of the proposal.

Contractor must identify contract employees separate from full time employees and also state whether they work from their home or a formal office. Include the home or office location (city, state, country). Home street addresses of contract employees are not required. For each contract employee, state his or her role (and title, if any).

Identify all contract employees that will be assigned to the City project and include their resumes in this section of the proposal.

Certified financial statements must be provided for public corporations for each of the last three fiscal years, including external Audit reports. Financial statements from privately held companies are requested, but not required.

A project manager and a backup project manager must be identified for this project. Their resumes must include a detailed description of their experience in managing the installation of the Contractor's proposed Law Applications nationally and more specifically, in the State of California.

Resumes shall include the name(s) of the law enforcement agency for which the individual identified to be the project manager for this project served as a project manager during the past five (5) years including contact name and phone numbers. If the Project Manager will not be assigned full time to this project, identify what percentage of their time will be allocated to this project.

All staff assigned to work on the City project shall be at the approval of the City. Any changes in personnel earmarked or assigned to this project will also require approval from the City.

5.5. Section IV Law Application Software Information

Section IV must include a complete history of all Law Applications proposed (CAD, MS, MDS, RMS, JMS, and AFR).

Contractors must identify the original developer(s) of each Law Application including individual names, if known, and the name of the company under which development began. If ownership of the Law Application source code has changed since its inception, the ownership of the source code and date of acquisition (and from whom it was acquired) must be included along with any product name changes that have occurred.

A complete year-by-year version history for each Law Application must also be included up to the date of proposal submission.

A complete installation list for each Law Application proposed including the date the application was first commercially licensed and installed in a law enforcement agency must be included.

The installation list must include the following information:

- Name of the agency
- Location (city, state)
- Type of application (e.g., CAD, RMS, JMS)
- Date the contract was signed with the agency
- Date Final System Acceptance occurred
- The list shall be sequential by date of sale.

<u>For all sales of all Law Applications consummated with a signed contract during the past five (5) years, Contractors must include a current agency contact name and phone number.</u>

5.6. Section V Scope of Work

The format and content of Section V in the Contractor's proposal shall follow the format, and address the content required, in Section 6.0 of this RFP. Section V of the proposal must include all products and services the Contractor will provide for the fixed price not to exceed as stated in Contractor's Cost Proposal.

5.7. Section VI Cost Proposal

One set of the Cost Proposal shall only appear in the separate, sealed envelope per the instructions contained in Section 2.0, of this RFP.

The cost proposal shall be prepared using Microsoft Excel. All formulas used in developing the pricing must be retained in the spreadsheet to allow the City the ability to easily check for accuracy of all calculations.

All products and services for the entire System must be itemized including a column for unit pricing, quantity and extended pricing.

Subtotals must be included for each Subsystem and all services must be itemized by Subsystem.

For each item listed, there must be sufficient information to understand the quantity and quality of products and services proposed for the fixed price not to exceed price quoted.

The cost proposal must include the following sections for all products and services proposed.

Section 1 Professional Services

<u>All Professional Services must be itemized</u>. No grouping of services is permitted. The list of categories may include, but not be limited to the following:

- Project Management
- Installation Services
- Integration Services
- Configuration Services
- System Setup Services

- Technical Support Services during Implementation
- Custom Software Modifications must be itemized (if any)
- System Admin and End User Training

All costs must include the number of people, the number of trips estimated for each person traveling to Redding during implementation, and the number of days the Contractor estimates each employee will be on-site for each phase of the project. As a reminder, the proposal is to be bid as a fixed price not to exceed project. In the event additional time (or trips) is required by the Contractor to complete the project through no fault of the City, a change order will not be permitted.

Section 2 LAW Application Software License.

Software licensing costs for all LAW Application Software (CAD, RMS, JMS, MDS, MS and AFR) must be priced in this section of the cost proposal. If one or more of the Law Applications are from a 3rd party source, it must be so identified. Note: DO NOT list 3rd party Law Applications under Section 5 below. Include the item in Section 2 but identify the Law Application as a 3rd party product and state the name of the company that owns the source code of the product.

Software licenses proposed must be sufficient for the City to be fully operational without changes in licensing fees during the implementation period. Workstation and usage information is contained in Exhibit G and Exhibit H. Although a site license is preferred for all Law Applications, Contractors must use the lowest cost software-licensing scheme possible to minimize initial capital outlay. For example, if a Contractor offers both a concurrent license and a site license for RMS, the concurrent license price would appear in the fixed price amount of the cost proposal, while the optional site license cost (the higher cost of the two) would appear in the options section of the cost proposal.

Section 3 Interfaces

This section of the cost proposal will include two (2) subsections: Standard Interfaces and Custom Interfaces. Standard Interfaces are to appear first, followed by Custom Interfaces.

A "standard" interface is an interface that has already been built, documented, and ready for installation and requires no significant source code modification or software development for this project. It may be designated as an "interface" but it may also be something as simple as setting up routines to achieve a basic data transfer between ODBC compliant systems. A "custom" interface is an interface that does not yet exist, (or it exists but must be significantly modified by the Contractor to meet City requirements).

High-risk custom interfaces must be identified as such. In other words, if the Contractor feels any interface identified in this RFP may be too difficult to develop and deliver, or too difficult to maintain and support over time, or feels the cost to develop and/or maintain that interface may be cost prohibitive, the Contractor must identify that interface as "high-risk" even if the Contractor is willing to develop and support that interface. This is especially important if the Contractor is unwilling to provide a firm fixed price for either development or long-term maintenance of that interface.

All interfaces must be priced at a "fixed price not to exceed" for both acquisition/implementation and included in the annual maintenance costs. Time and Materials and any form of "estimated cost" will not be acceptable. If additional information is required in order to bid a fixed price for each interface, Contractors are encouraged to submit their questions pursuant to the requirements stated herein. If there are limitations in service and support for the price quoted, they must be clearly stated or the City will assume no limitations will be applied.

Section 4 Hardware

The City assumes the only hardware to be proposed will be the necessary servers and backup devices required to operate the System. If additional or peripheral devices are required, the proposal must identify them in the options section of the proposal. The City will determine if any are required (i.e., they may already exist), and will finalize the exact hardware configuration required at a later date.

All hardware servers are to be included and itemized. Include the manufacturer, name and model number. All hardware and 3rd party software must be crossreferenced to the Law Application(s) licensed for use with that item. No MDC's or personal computer workstations are to be proposed.

Section 5 Third Party Software

All Third Party Software required for System operation must be itemized and priced in this section of the cost proposal. Third party software may include, but is not limited to, database management systems, report writers, operating systems, 3rd party mapping software, analysis tools, dashboards, etc.

All third party software is to be identified by manufacturer, product name and version number. ESRI licensing requirements must be identified, but not proposed as the City is already licensed for most ESRI applications.

Section 6 Miscellaneous

This section includes other items not listed in previous categories including performance bond, shipping costs and taxes, if any. Costs for the first year warranty period and subsequent annual maintenance periods are to be shown separately (see below)

Section 7 Grand Total

Subtotals for each of the above sections must be included in the cost proposal. The grand total price must be listed as a "fixed price not to exceed" for all products and services to be provided by Contractor for the System proposed.

Section 8 Warranty and Maintenance Costs

This project requires a one-year warranty on all Law Application Software (including applicable interfaces) that begins the day following final system acceptance and continues uninterrupted for a period of one year. Costs for the one-year warranty period are to be shown on a separate line item in the cost proposal below the line entitled "Grand Total". Contractors must identify the start date and end date of the one-year warranty program for all Law Applications assuming a project start date of January 4, 2016.

Section 9 10 Year Annual Maintenance Costs - Law Application Software

Projected Annual Maintenance Costs for all Law Application Software (including applicable interfaces) are to be shown for not less than ten (10) years. The annual maintenance period will not begin until after the end of the one-year warranty period. Costs shown must be for all Law Applications and all Interfaces. If one or more Law Application comes from a 3rd party source, state the name of the firm providing the maintenance service and any limitations associated with that service as compared to the level of service that will be provided for the Law Applications provided (and owned) by the Contractor.

Annual maintenance price increases for a period of 10 years after Final System Acceptance shall not exceed the Consumer Price Index (CPI) for the state of California average for the previous 12 months.

Contractors must identify the start date and end date of the annual maintenance program for all Law Applications assuming a project start date of January 4, 2016.

3rd Party Software and Hardware (excluding 3rd Party Law Applications)

Contractors must include a copy of any annual maintenance contracts associated with all 3rd party Software and Hardware also in the addendum of the proposal. Annual Maintenance Costs for each item are to be shown for not less than five (5) years. Contractors must identify the start date and end date of the annual maintenance programs for all 3rd Party Software and Hardware assuming a project start date of January 4, 2016.

Section 10 Options

Items to be priced in the options section of the cost proposal include, but may not be limited to, a site license for each Law Application (itemized by application), peripheral equipment options mentioned above, training options to enhance the quantity of training proposed, and any other item(s) or service Contractor recommends the City consider as a possible System component.

Section 11 Addendum

In this section, Contractors must include: a) sales and marketing literature, brochures, etc., b) a copy of the Law Application Software maintenance contract(s) regardless of whether they are owned by the Contractor or proposed as 3rd party software applications, and c) the proposed purchase, license and/or implementation agreement Contractor intends to use for this project.

6.0 STATEMENT OF WORK

The Statement of Work must identify and describe the project methodology, products and services that the Contractor will provide for the "fixed price not to exceed" stated in the Contractor's cost proposal.

6.1. Project Management and Installation Services

This project will be conducted in two phases. Phase 1 will consist of a series of tasks and activities to help prepare the City and the Contractor for the installation process. The City anticipates Phase 1 will take approximately 90 days to complete.

Phase 2 will consist of System preparation, installation, testing, defect remedy tasks, go-live and the acceptance process. The City anticipates Phase 2 will take approximately 18 months to complete. Completion is defined as that date the City formally accepts the System and signs off on final system acceptance. If Contractor anticipates they may be unable to achieve the timeframes identified for Phase 1 and Phase 2, an explanation must be provided in Contractor's proposal. In any event, a detailed project schedule is required as part of the proposal submitted as stated herein.

Phase 1 – Pre-installation Planning and Preparation will include:

- Kick off meeting including a three-day detailed product demonstration. Two days for end users; one day for system administrators.
- A one-day project planning session to review the overall project and all contract documents.
- Pre-installation system admin orientation/training as deemed appropriate and necessary by Contractor to help prepare IPS for the upcoming system installation.
- A detailed workflow and IPS network analysis conducted by Contractor to identify and document pre-existing conditions that may impede Contractor's ability to successfully install the System. During the network analysis, Contractor will examine and test the network for throughput, performance,

errors, and deficiencies of any kind that may be in need of correction, replacement or repair. Contractors may propose minimum workstation configurations and models in lieu of individual workstation testing. Contractors are to propose the time and work schedule for this activity in the proposal and project schedule based on the information provided in this proposal. Cost of repairs or upgrades of the pre-existing network will be the responsibility of the City.

- Forms review exercise for each agency (APD, RPD and SCSO) to identify those documents that will be eliminated or require changes to conform to the workflow processes of the new System. Note: All forms for all three agencies have already been compiled, indexed, and placed in a three ring binder (one per agency) and will be provided to Contractor during the work group sessions for this exercise.
- At the completion of Phase 1, Contractor shall prepare a written report that discusses the activities and results of the activities stated above. The report must also identify deficiencies, repairs, changes, upgrades, replacements, etc. (if any) that Contractor deems necessary to meet the requirements of the contract negotiated. Contractor's report shall also include any suggested changes or adjustments that may be necessary to update the contract documents. A change order may or may not be negotiated at the time of report submission.
- The City will review the report, and if accepted, negotiate and execute a mutually agreeable change order and, with approval from the IPS Board of Directors, issue an "Order to Proceed" with the implementation process. City reserves the right to verify/validate any recommendations made by Contractor in the report and shall be the sole decision maker as to whether or not to make the adjustments recommended by Contractor.

Phase 2 – System Installation

The installation process of the new System will begin upon successful completion of Phase 1. The Contractor must install the System on the preexisting network infrastructure at IPS facilities.

Contractor shall discuss in detail the implementation process in this section of the proposal. City and Contractor responsibilities shall be clearly described and delineated as it relates to each step of the process. Contractor must include a detailed project schedule that lists the tasks and assignments associated with the project for both parties, from project initiation through final system acceptance.

The new System will utilize existing personal computers and MDCs.

Development of Interfaces and Custom Modifications will include, a) developing, testing and demonstrating to the City, the successful completion of all interfaces and software modifications; b) Updating end user and system administration documentation to be in compliance with contract requirements, and; c) providing not less than six (6) copies (five printed, one electronic) of all System and end user documentation to the City not less than ninety (90) days prior to go live operations. Contractor must provide written authorization to reprint the documentation for internal use only.

System Administrator training will be required to prepare staff for the set-up and configuration tasks assigned to the City.

Contractor will install, with as-needed assistance and support from the City, the server(s) and the base software (Law Applications without interfaces or custom source code modifications) in support of pre-installation system configuration activities.

Ordering and Installation of all Hardware and 3rd Party Software will include a) reviewing the hardware configuration with the City, b) updating the hardware configuration to reflect current models and making any changes deemed necessary by the City; c) ordering and installing the hardware and 3rd party software in City facilities on the pre-existing network; d) conducting initial tests of the equipment upon arrival and installation and, e) correcting any problems or deficiencies in a timely manner.

Installation of Law Applications and all Interfaces will include a) installing and configuring all Law Application Software and interfaces, and, b) the completion of all tasks required in order to prepare the System for go live operations. Contractor will instruct (and assist where necessary), the building of tables, setting system configuration options, setting up users, testing the network and all components as a "complete" System, and complete all end user and system administration training on all facets of the System installed.

Contractors MUST clearly identify in their proposal the resource and personnel requirements necessary to complete any City assigned responsibilities. Failure to adequately describe the tasks to be assigned to the City and the amount of time and resources required of the City to complete those tasks may result in rejection of Contractor's proposal or additional work being placed on the Contactor during implementation at no additional cost to the City.

A phased implementation will be determined based on the final System configuration but it is assumed at this time that the first Subsystems to go live will be JMS and CAD (CAD/MS/MDS), followed by RMS, followed by AFR. Interfaces directly related to their respective Law Applications must be included in the go live process.

The City feels a phased implementation is necessary to minimize risk should there be any significant problems in need of resolution before going live with the next Law Application. Contractors may offer an alternative approach to the go-live process. Contractor must also provide sufficient justification for any variance in order to be considered by the City.

Contractors must explain what steps will be taken to minimize catastrophic failure during go-live operations.

System response time guarantees are required. A proposal that does not offer reasonable response time guarantees will not be considered. System response times shall be defined as the interval that elapses from the moment the user presses the "enter" key or "clicks" a mouse button to the moment the last character of the computer's reply is received and control is returned to the workstation. System response time guarantees must be provided for all Law Applications.

At a minimum, the CAD system shall process all transactions with speed not to exceed one second.

RMS, JMS and AFR shall process all transactions with speed not to exceed three seconds with the exception of complex ad hoc reporting or sophisticated crime analysis computations. For these tasks, the system shall process all transactions with speed not to exceed five seconds.

For Mobile Data Service coverage, Acceptable Performance shall be defined as achieving two-way (query and response) transactions on a channel without congestion (i.e., no delay for channel access due to traffic contention) for a uniform mix of test messages. Contractor shall present the range of guaranteed time in seconds that the MDS and AFR will provide for various message sizes and for all transactions that the MDS and AFR will be responsible (I.e., car-to-car, car-to-CLETS, messaging, all field reporting related activities, etc.).

Performance of critical applications shall not be impacted by lower priority system use. There shall be no "down time" due to routine maintenance and back up procedures for the CAD Subsystem.

Uptime guarantees are also required. The CAD/MS/MDS Law Application(s) shall maintain at least a 99.999% "uptime". Both the 99.999% "up time" and the response times listed herein must be guaranteed during the final system acceptance test period and any extension thereof.

Staffing levels and volume estimates are found in Exhibit D, Volume Estimates based on a 15% estimated population increase by 2020. The volume estimates in Exhibit D (plus 15%) will be used as the baseline for System response time guaranty requirements during the final system acceptance test.

Contractors are required to identify any limitations or contingencies that would impede their ability to provide the performance guarantees required herein.

The Contractor must keep the System current with all Updates throughout the implementation process.

The Contractor must keep the System current with all state and federal requirements during the term of the contract at no additional cost and so long as the City remains a maintenance-paying customer of the System installed. As an option to this requirement, the Contractor may provide a set of software tools through the use of which will allow the City to meet this objective with or without assistance from the Contractor.

The system will be fully tested in a live operational environment for a period of not less than 90 days during which time reproducible defects must be fully remedied and all performance and uptime requirements met as a condition of final system acceptance.

When Contractor has successfully completed all terms and conditions of the contract, a written request for final system acceptance may be submitted to the IPS Board of Directors with approval from the City's Project Manager.

6.2. Hardware and 3rd Party Software

A turnkey solution is required that includes hardware (servers and miscellaneous 3rd party software and hardware components that may be necessary for System operation). A turnkey solution is required to help avoid finger pointing and problems associated with problem identification during the implementation process.

Contractors must provide minimum workstation and MDC configurations that are required to meet the operational and performance guarantees stated in the proposal. Any upgrades of existing workstations or MDCs will be the responsible of the City and outside the scope of this RFP.

Contractors are requested to identify in their proposal "Best Practices" recommendations for MDC and workstation environments, along with descriptions of product support for remote desktop services and virtual desktop environments, where applicable.

The SCSO currently uses four (4) Motorola MC55 PDA handheld devices. APD and RPD have none. Contractors are to propose three additional PDA handheld devices (two for property at RPD and one for the property section at APD). PDA devices proposed must be equivalent to the MC55 or better.

Contractors are requested to identify in their proposal any incompatibility issues, deficiencies or problems in the current equipment or network configuration that may be inadequate for use with the System proposed. City is particularly interested in any suggested changes to the WAN infrastructure that may be necessary to meet the performance requirements mentioned in this RFP (e.g., the addition of hotspots (e.g., 802.11), additions, modifications, or consolidation of line connections (i.e., T1 lines to fiber, etc.).

City IT staff will prepare the computer room(s) in advance of server installation. The Contractor will configure and install the server(s) in the rack(s) provided by the City. City IT staff will assist in the process of connecting the new equipment to the pre-existing network.

CAD/MDS/MS servers must be proposed with maximum, uninterrupted redundancy or as a fault tolerant.

Unattended backup/restore capabilities must be included for the System installed. The System must be configured such that no downtime with the CAD Subsystem will be experienced at any time to perform system backups, or to install System Updates.

The System must be designed to eliminate as many single points of failure as reasonably possible.

Contractor's responsibility includes providing and installing ancillary servers (such as communications servers, routers, etc.) that are missing from the existing configuration but are required for System operation.

Hardware proposed must include the manufacturer and model number, detailed configuration specifications, and number of units proposed.

All software proposed must include all applicable software licensing, manufacturer name, version numbers, number of licenses and for 3rd party software, an explanation as to the use and reason for its inclusion as a project component.

Contractor shall provide full credit for equipment exchanges that may occur during implementation.

6.3. Law Application Software - General Requirements

The Contractor's Statement of Work section of the proposal will include a detailed explanation of the Law Applications proposed.

All Law Application Software must be based on pre-existing "COTS" (commercial-off-the-shelf) software products, which if necessary, can be modified to meet the requirements of the City.

6.3.1 Configurability

Law Application software *configurability* (defined as the ability to change or modify the application through the use of software switches, user definable tables, system admin type functions, etc.) is highly desirable. The ability to update DOJ/UCR/CLETS/NCIC code tables should be standardized system-wide and easily facilitated. Contractors are to explain how updates and maintenance to these tables are facilitated a) during implementation, b) during the warranty period, and c) during subsequent maintenance periods.

Contractors are to include extensive descriptions and examples of the configurability capabilities of the System proposed so the City may fully understand the flexibility of the Law Application(s). This includes the ability to modify screens, add fields, change length of fields, and create "interfaces" to external systems, etc. without source code modifications or the need to contract for additional services from the owner of the Law Application to make site specific modifications on an as needed basis.

6.3.2 Best of Breed

Although it is highly desirable to find a single source solution, the City understands that may not be possible given the scope of this project. In some cases, a "best of breed" component may be necessary to provide a successful solution.

Contractors may offer alternative applications or modules from 3rd party suppliers if it is deemed to be in the best interest of the project.

For example, a CAD/RMS Contractor may have a JMS module but that product may be written for smaller local municipal jails and may not work for SCSO. In this example, the Contractor may decide to partner with a 3rd party CMS supplier (correctional management system) and offer CMS as an option to the JMS module.

Another example may be the message switch. A CAD/RMS Contractor may not have a message switch that would meet the requirements for this project. In this example, the Contractor may decide to partner with a 3rd party vendor that specializes in message switch applications.

6.3.3 Interface Compatibility Among Law Applications

Any proposal that includes Law Applications from two or more vendors or providers must include provisions that will protect the City from compatibility problems in the interface(s) between all Law Applications throughout the term of the purchase and license agreement and any subsequent maintenance agreement(s) for a period of not less than 10 years from final system acceptance.

6.3.4 Legislative Mandates

The System must be fully compliant with all state and federal reporting requirements for all Law Applications as applicable. This includes full compliance with the FBI CJIS and California DOJ/CLETS Security Requirements. Where the state or federal agency allows electronic submission of the report, this function must also be supported by the application.

Any changes that occur by legislative mandate which impacts System operation or the security requirements mentioned herein and requires modifications to the Law

Application(s) will be upgraded and brought into compliance by the Contractor without unnecessary delay at no additional charge to City for the term of the implementation agreement and any subsequent maintenance agreement.

In no event, shall the Contractor provide Updates to current requirements later than the due date required by the state or federal agency requiring the change.

6.3.5 Law Application Software Updates

Update(s) are defined as any correction or enhancement to a Law Application provided and installed by Contractor during the contract term.

Contractor shall provide and install Updates to the Law Applications no less than once every 18 months at no additional cost to the City.

Updates shall not be installed without providing the City with a written document describing the changes and stating the impact of the Update thirty (30) days prior to the scheduled update.

City shall receive written notice of all commercially available Updates within 30 days of their commercial availability. The notice shall also include the agreed upon date for installing the update by Contractor (if City cannot install the Update without assistance from Contractor) at no additional charge including written notice of any issues, tasks or responsibilities that may be required by the City in preparation to receive the Update. In no event shall any Update negatively impact City operations.

The Contractor shall support all Law Application software licensed by the City and current with the maintenance agreement for a period of not less than ten (10) years.

Contractor must guarantee that any replacement Law Application, module or interface, if brought to the market within the ten-year period, shall be free of software license fees to the City.

6.3.6 Open API Required

A fully documented, open API for all Law Applications is a requirement for this project. Contractor must agree to provide updates to the API within thirty (30) days if the API requirements change at any time during the contract period.

The System proposed must be ODBC compliant and web-enabled to support Web Services so City IT staff may develop interfaces to 3rd party cloud applications in the future if the need should arise.

The Contractor must be willing to provide a mechanism that allows data to be pulled from the System and pushed to other applications (i.e., HTML file output, Excel, .pdf, etc.) by City IT staff without the need to contract for additional services from Contractor.

6.3.7 Disclosure of Known Defects

Prior to the installation of any Law Application, Contractor must disclose all known defects and the potential impact of said defect(s) on IPS operations. IPS must have the sole and exclusive right to determine whether to proceed or postpone the install of that Law Application until Contractor has remedied the identified defect(s).

For the duration of the Contractor's relationship with the City, Contractor shall disclose all known defects in all Law Applications or in any installed interfaces within five (5) days Contractor receiving knowledge of said defect(s).

Contractor shall notify City of any known defects in any Law Applications or in any installed interfaces within five (5) days of receipt of City's request for disclosure of known defects.

6.3.8 Source Code Modifications

If this RFP is requesting any item in this RFP that would require source code modifications to the COTS solution proposed that would make future upgrades difficult or costly to maintain, <u>the Contractor must take exception to that item</u> and explain their reasons and rational as to why the item should not be included in the final System configuration.

If there are deficiencies in one or more Law Applications where custom software modifications are necessary to meet RFP requirements, <u>and the change will not negatively impact long-term cost and supportability of the product</u>, Contractor must identify the modifications they intend to make to the Law Application(s) and explain why the changes are deemed acceptable, when they will be developed and installed in relation to the overall project schedule.

6.3.9 System-wide Standardization/Integration

System-wide integration and standardization is necessary to ensure system admin functions are not overly complicated, time consuming, or create problematic issues when Law Applications are updated in the future. The same is necessary to ease burden on staff when it comes to cross training, consistency in how end users interface with the applications, and reduction in confusion over how the system will work in one area but inconsistent in yet another.

Please address each of the following:

Does the system have the same look and feel across all Law Applications or are there differences that could impact cross training issues, use of or system admin functions? If this is the case, how will you mitigate these issues during and after the implementation process?

Are configurability options the same or similar across all Law Applications or are they significantly different because the applications came from different sources? If this is the case, how will you mitigate these issues during and after the implementation process?

Are tables consistent, standardized and contain no duplicated effort in terms of setup and long-term maintenance, or are there redundancies required because of the way the applications were built or acquired from different sources? If this is the case, how will you mitigate these issues during and after the implementation process?

Contractor must disclose significant redundant work efforts that may be required by either end users or system administrators caused by either the way the application(s) were built, or as a result of acquisition, or both. Failure to disclose this information may result in rejection of the Contractor's proposal.

6.3.10 Single Login Required

The City prefers a System in which the users are able to access all System capabilities with a single, one time login and authentication without having to either exit the system application/module and/or requiring a second login process to access interface functions. Contractors must describe how the proposed system will meet this requirement.

6.4. Mandatory Law Applications

In the information that follows, we provide a generic list of the modules and functions desired in the new System. The primary purpose of this section is to provide sufficient information for the Contractor to use as a *guideline* to describe the COTS solution proposed. Contractors are instructed to describe their System in sufficient detail so as to allow the reader to gain a detailed understanding of the scope and breadth of each Law Application (including interfaces) and how they address (or do not address) the requirements described herein.

Include a full description of end user functions and system administrator capabilities, sufficient documentation, including screen shots of each application, and a detailed description of how the system works, from beginning to end, including automated workflow capabilities, dashboards, functional characteristics, custom and adhoc reports and analysis tools, etc.

6.4.1 CAD Subsystem

Computer - Aided Dispatch (CAD)
CAD must support multi-agency, multi-jurisdictional, call taking and dispatch operations law enforcement (police and sheriff), EMS and fire (Redding Fire Department). CAD must be fully integrated with the other Law Applications to avoid/eliminate redundant data entry and redundant system admin functions wherever possible.

CAD is expected to meet the minimum requirements of the U.S. DOJ Bureau of Justice Assistance, Law Enforcement Information Technology Standards Council (LEITSC) as depicted in Figure 1.0 with the exception of FIRE RMS and EMS RMS.

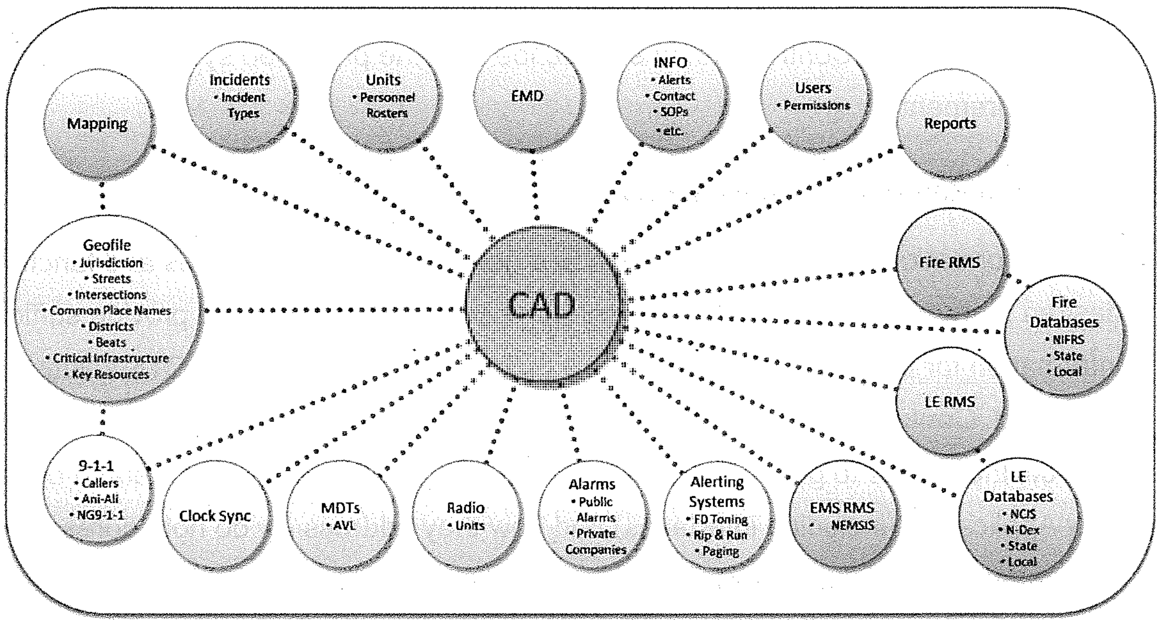


Figure 1.0

CAD is also expected to meet the minimum recommendations documented in the APCO International CAD Functional Requirements Document dated August 2012 (available on the Internet). The City identified in the table on p. 56, a list of the minimum functional requirements for the new CAD. Contractors must describe how each of these functions will work in the System proposed. In addition, Contractors are encouraged to provide a completed description of the full capabilities of the CAD product proposed including workflow, screen shots, etc. as may be necessary for IPS to fully understand how the System will operate in the IPS environment.

CAD mapping must be ESRI compliant. CAD mapping must support both dispatch and MDC operations. In the MDC, an auto refresh capability must be available for the officer.

Dispatchers and call takers in SHASCOM must have access to all Law Applications proposed based on security and access rights as determined by the System Administrator.

Address Verification	Internal Affairs (IA Case Management)
Alerts/BOLOS	Incident Information
Assign Incident - Classification and Priority	Interfaces to External Systems (See Section 6.4.5, Interfaces)
Automatic Assignment/Unit Recommendation	Involved Person Information
Auto Routing	Involved Vehicle Information
AVL/GPS Support	Location History
Call Handling	Live Map in Dispatch and Mobile
Check for Duplicate Incidents	Mutual Aid
Command Line Support	Premise Hazards and Previous History
Common Place Names	Retrieve Incoming Calls
Geofile Maintenance	Status display capabilities system-wide
Duplicate Call Alerts	System-wide e-mail/messaging
Event Creation	Time stamping
False Alarm Tracking and Billing	Unit Rotation/Unit Balancing
Incident / Event Type	Update Call for Service Event Data
Incident and Unit display	Voiceless Dispatch

The top 10 requirements end users identified for CAD include:

1. Customizable Timers (to alert to various priority calls holding too long, or units on a call too long, etc.)
2. Large array of reports (dispatch and arrival times, etc.) that do not require Crystal Reports experience to produce
3. Ability to operate the System with limited mouse usage to reduce repetitive motion injuries
4. Multiple command line support
5. Ability to use a command that sends action requests to designated workstations within the center.

6. Integrated CAD and mapping that makes the System interactive (ability to select on units or Calls for Service (CFS) from map icon, etc.)
7. Windows compliant screen manipulation capabilities, configurable by user for customizable display of CFS information.
8. Training/Test module
9. Ability to continue basic dispatch operations when server is down
10. Remote/online capability to enable us limited functionality from laptop at secondary location

Message Switch (MS)

The new MS must provide a two way transactional interface (query/response and update/entry), between the new System and CLETS/NCIC/NLETS by using the existing direct connection to CLETS and the ability to support mnemonic pooling.

The new MS must provide the ability to eliminate redundant data entry processes on desktop workstations and on devices in the field (i.e., MDCs, handhelds, etc.). Users must be able to enter relevant information (person, vehicle, or property) one time and have the System search local, county, state and federal databases without the need to rekey the same information.

The MS must allow searching and updating CLETS-related files associated with the search criteria. For example, updates in CLETS should be automatic whenever a stolen firearm, boat, auto, etc. is recovered and an update to CLETS is required by state statute. The ability to update CLETS databases shall be determined by the System Administrator by agency by user.

The MS must also include a maximum number of CLETS masks so the user is not required to leave the Law Application to perform CLETS query or update transactions.

Combined with transparent search and retrieval from the System, entering a name and date of birth or a driver's license number or license plate (etc.) should automatically access and retrieve local, county, state and federal information for status information.

Search routines must be definable by the IPS Systems Administrator (where required and appropriate). For example, a single transaction may include a search of the new System while simultaneously searching CLETS/NCIC and DMV databases including, but not limited to, Wanted Persons System (WPS), Missing Persons System (MUPS), Automated Property System (APS), Automated Firearm System (AFS), Automated Boat System (ABS), Stolen Vehicle System (SVS), Vehicle Registration (28), Driver's License (L1), Armed & Prohibited Persons System (APPS), Supervised Release File (SRF), California Sex & Arson Registry (CSAR) and California Restraining and Protective Order System (CARPOS).

Notifications and returns should be displayed in such a manner so as to not confuse the user nor make the display of the return difficult, cumbersome or problematic to workflow operations. The content and type of display (CLETS return, mug shot, six pack photo lineup, etc.) must be automatically formatted based on the type of device used (e.g., workstation, vs. iPad, vs. smartphone, etc.) and type of request submitted by the end user. All transactions are to be fully operational and available to any System Administrator authorized workstation throughout Shasta County, handheld or mobile data computer on the IPS network as appropriate by type of transaction and technically capable by the device.

Message delivery should be configured so delivery can be to a display (MDC, workstation, phone, etc.) or to a printer (unsolicited BOLO's, etc.). The MS should have the ability to display all responses from a single request (at-a-glance) and not have to press 'Enter' to page through responses one-by-one. The same applies if the user decides to print the response.

Undelivered message(s) should be temporarily held in a "hold" area. Upon next sign-on, the user/workstation should be notified of pending message(s). Once acknowledged/reviewed, the message can be removed from the "hold" area and deemed delivered.

Authorized personnel should have access to the transmission log (inquiry) for advanced level research purposes (I/A's, audits, etc.). In addition, the signed on user should have access to his/her requests (basic level). The MS should include "fuzzy" search capabilities (i.e. 'LIC/ABC%').

The MS should include a feature to "recall" previous request(s) to save time rekeying.

CLETS transactions, masks and functional requirements include:

1. Registration Check by Plate (Customer defined - 28)
2. Registration Check by Vehicle Identification Number (VIN) (Customer defined – 28)
3. Registration Check by Owner (Customer defined – 28)
4. Operator License Check by Number (Customer defined – L1)
5. Operator License Check by Name (Customer defined – L1)

- **Administrative Messages**
    - All Points Bulletin (APB)
    - DL Soundex Photo Request
    - DOJ Rap Sheet (California & Out-of-State)
    - CLETS or NLETS message
    - Notice of Location
    - Warrant Abstract
- **Aircraft Systems**
    - FAA Aircraft Tracking System (ACTS)
    - FAA/TECS Aircraft Registration System (ARCS)
- **Boat**
    - Entry
    - Modify
    - Inquiry
    - Locate/Cancel
- **Criminal History**
    - Inquiry

- **Firearms**
  - Entry
  - Modify
  - Inquiry
  - Locate/Cancel
- **Crime Gun**
  - Entry
  - Modify
  - Cancel
- **CLETS Free Form**
- **Hazardous Materials**
  - Inquiry
- **Hit Confirmation**
  - Request
  - Response
- **Missing Persons**
  - Entry
  - Physical Descriptor/Vehicle Entry
  - Suspect and Vehicle Entry
  - Modify
  - Vehicle Modify
  - Suspect Modify
  - Locate/Cancel
- **NLETS/CPIC Canada Inquiry**
- **NLETS – LEO's Flying Armed**
  - **Entry**
- **Unidentified Persons**
  - Entry
  - Entry Identifiers
  - Dental Entry
  - Modify
  - Dental Modify

- Inquiry
- Cancel

- **ORI Identification**
- **Person Inquiry**
    - Person Inquiry
    - Out of State Driver's License Inquiry
- **All Systems Check**
- **Property/Bicycle**
    - Entry
    - Pawn/Buy Entry
    - Modify
    - Inquiry
    - Locate/Cancel
- **Restraining Order System**
    - Entry
    - Violation Message Entry
    - Modify
    - Violation Message Modify
    - Cancel
    - Inquiry
    - Proof of Service
    - Violation Add Comments
    - Violation Message Inquiry
- **Securities**
    - Entry
    - Modify
    - Inquiry
    - Locate/Clear
- **Supervised Release**
    - Entry
    - Modify
    - Contact Message Entry

- Inquiry
- Cancel

- **Vehicles**
    - Entry
    - Modify
    - Registration
    - Multiple Vehicle Registration
    - Stolen Vehicle Check
    - LoJack
    - History Inquiry
    - Locate/Cancel
- **VCIN**
    - Entry
    - Modify
    - Inquiry
- **Wanted Persons**
    - Entry
    - Modify
    - Supplemental Add/Delete
    - Warrant Inquiry
    - Locate/Cancel

Returns on CLETS inquiries must be to any CLETS authorized device (handheld, laptop, ipad or notebook type device, smartphone, desktop, printer, etc.) at the discretion of the IPS System Administrator. The user must be able to view all returns, property formatted based on type of display device used.

The City will be responsible for the CLETS application and installation process (if any), and providing the connection point at IPS facilities. The MS software must include all transactions and CLETS masks required by this RFP including up to fifteen (15) additional to-be-determined, yet-to-be specified, custom transactions.

Contractors must identify a) the masks already built and functional in the System proposed; and, b) the masks and functional capabilities not yet built, but will be included at the time the System goes live. The additional work, if any, to expand the capabilities of the message switch to meet the requirements of this RFP must be clearly described in the Contractor's proposal.

Mobile Data System (MDS)

A fully integrated System component, the new MDS shall include dispatch to device and device to dispatch call information and messaging including call status. Combined with CAD and MS integration, the MDC will display, AVL, Mapping, status updates, returns for CLETS, and AFR. MDS must be easy to use, support touch screen technology and be configurable by type of device used.

Wireless communications will be through the existing contract with Verizon Wireless. Contractor must recommend any additional communications medium and enhancements to the existing network that may be necessary to meet the performance requirements stated herein.

6.4.2 RMS Subsystem

RMS must be fully integrated with the other Law Applications to avoid/eliminate redundant data entry and redundant system admin functions wherever possible. RMS must support multi-jurisdictional record keeping functions.

The new System must include automated workflow, in combination with the development of a custom interface to JALAN/IJS, to eliminate the existing "wheel" functions that are described in this RFP without loss of functional capabilities the "wheel" currently provides end users in Shasta County agencies.

Contractors are reminded that RMS includes countywide access to thousands of indexed files, which must be accessible to new System users. Contractor will work with the City IT department in creating the mechanism for access to these documents by System end users (see Exhibit F, Imaged Documents Access Specification).

Contractors bidding on this project should reference Exhibit H (Workstation, MDC and CLETS Access Inventory) to determine software licensing and user access. Note that agencies external to APD, RPD and SCSO are "System-query only" users unless otherwise stated.

The City is also interested in acquiring a system that will support manual data entry of legacy data including dates, original case number, officers and staff involved, etc. Once entered into the system, data access and retrieval should be supported by all System search routines.

The City is concerned about the level of end user intervention that may be required for the new System to generate UCR reports. Some systems appear to have difficulties in the correlation and translation of California crime codes to UCR codes that requires end user intervention in the records department to correct codes prior to submission. Contractors must clearly explain how this is avoided, or at least minimized in the new System, beginning with the creation of the initial report, the editing and approval process involved, and the exact process and procedure associated with moving from report to UCR submission and the level of end user intervention necessary to successfully submit an accurate UCR to California Department of Justice (DOJ).

RMS modules desired for the new System are listed on p. 66. Contractors must identify the module or application in their inventory that provides the functionality implied by the generic name used in this list. Include a detailed description in the proposal that clearly describes the full functionality of each component, including workflow, screen shots, etc. as may be necessary for IPS to fully understand how your system will work in the IPS environment.

The top 10 requirements end users identified for RMS include:

1. Reduce data entry.
2. End-user personalization of screens and text and the ability to access multiple screens (unrelated incidents/queries) at the same time.
3. Electronic submission of reports to state/federal agencies. Intuitive UCR reporting that eliminates/greatly reduces manual entries/corrections.
    a. UCR
    b. MACR

4. Ability to create and export custom reports including the California Boating Accident Report (DBW form BAR-1).

5. Maximum CLETS masks with maximum, configurable dropdown menus/tables to match DOJ/CLETS codes.

6. Query/retrieval ability to produce a simultaneous search of multiple databases (CLETS/NCIC/DMV/local/county/state history), prompted by single query transaction, with multiple broad and/or specific search term fields (i.e., social security number, driver's license, etc.)

7. Ability to gather and aggregate information regarding gangs, businesses, schools, etc. with the ability to search on a variety of data elements.

8. System-wide standardization/integration across all applications with consistency in the look and feel of applications without being overly complicated for end users; single log-in for all system capabilities. Smooth transition with adequate end-user training and support.

9. End user training where necessary; a train-the trainers approach where reasonably possible to save costs but not at the detriment of the end user's ability to effectively use the System. This is especially true for field officers and external agencies that have query only access to the new system (i.e., DA's office, Probation, etc.). Note: Pricing for training of external agency personnel (personnel outside that of APD, RPD and the SCSO) must be listed as a separate line item (per agency) in the pricing proposal.

10. Ability to redact and/or delete names and specific report information for public report release and/or record seals.

RMS Subsystem Module Listing:

- Abandoned Vehicles
- Activity Logs
- Address File
- Affidavits (Probable Cause Form)
- Arrest Register
- Arrest Module
- Asset and Inventory Tracking
- Beat Management
- BOLOS/Alerts
- Briefing Notes
- Business Registry
- Case Management
- Case Processing
- Citations - Boating, Traffic and Non-Traffic
- Concealed Weapons Permits
- Crime Alerts/Hot Sheets
- Crime Analysis, Crime/Pin maps
- Criminal Activity
- Document Imaging
- Equipment tracking
- False Alarm tracking and billing
- Field Interviews
- Firearms Qualification Tracking
- Fleet Management/Maintenance
- Gang/Narcotics Tracking
- Geofile Verification
- Hazardous materials
- Impounded Vehicles
- Incident Tracking/Reporting
- Internal Affairs (IA Case Management)
- Investigations
- Juvenile Records
- Known Offenders
- License and Permits
- Locations - Master Location File
- Master Names File
- Master Location Index (history of activities)
- Master Vehicle File
- Neighborhood Crime Watch
- Pawn Property
- Personnel and Training Modules
- Photo Capture/Imaging
- Photo/Icon Display for captured photos
- Photo Lineups/six packs
- Premise information
- Property and Evidence Module
- Protective Orders
- Racial Profiling
- Registrants - sex, arson, drugs
- Reports - adhoc and standard reports
  - Management Reporting
  - Statistical Reporting
  - Uniform Crime Reporting
- Scheduling/Scheduled Events
- Special Flags - registrants, hazards
- Special Intelligence (restricted access)
- Subpoena Tracking
- System-wide E-mail/messaging
- Traffic Accident Module
- Traffic Collision Reports/CHP SWITRS
- Wants and Warrants

For property and evidence (P&E), APD and RPD currently use the P&E module in SAPSS. SCSO uses the 3rd party web-based application called Tracker. IPS desires to replace both systems with an integrated P&E module in the new RMS. Functions required for this module include but are not limited to:

- Fully integrated with RMS.
- Manage and track property and evidence.
- Bar code support (using existing four (4) Motorola MC55 PDA handheld devices currently in use at the SCSO and the three PDA devices to be proposed by Contractor pursuant to the requirements herein).
- Portable signature capability
- Basic and advanced search functions (i.e., location, date of transaction, disposition, names, etc.)
- Ability to attach documents, crime scene photos, video and audio to the case record.
- Print address labels.
- Print bar code labels.
- Support extensive property classification types (i.e., bicycles, clothing, firearms, etc.).
- Ability to monitor and track dispositions (including the ability to automatically set flags based on type of property).
- Track, monitor and automatically set flags for dispositions on firearms
- Ability to pre-fill and produce the State of California, Department of Justice Physical Evidence Form BFS-!.
- Ability to automatically update state and federal DBMS (i.e., CLETS; recovered firearms).
- Ability to track property and evidence by individual items or groups.
- Ability to add and configure new property locations (i.e., new bins, new rooms, new buildings, etc.) without the need to contract with the Contractor to reconfigure the system.

- Ability to support multi-agency property tracking for property stored at the SCSO (SCSO, probation, Cal Fire, Cal Met, SINTF, etc.) as well as property processed and stored by APD and RPD at their respective locations. Multi-agency support requirements include, but are not limited to, chain-of-custody, reports, viewing of information, etc. Each agency must be able to track and view their own data; other property information related to other agencies must be accessible with security rights only.
- Ability to conduct inventory identification and status by location (i.e., bin, locker, shelf, room, building, etc.) without the need to scan each item individually.
- Ability to make administrative changes (i.e., add new users, change user access rights, change passwords, etc.) at both/either the desktop workstation or the mobile PDA device.
- Ability to produce a variety of types and sizes of bar code labels.
- Ability to utilize existing bar codes w/ inventory numbers up to 16 characters and print property tags that include descriptive information related to the property being processed (i.e., agency, date, officer, property type and description, etc.)
- Track and print chain of custody.
- Ability for the end user (or system administrator) to develop custom and Adhoc forms and reports (IBIS, DOJ, ATF) with the ability to be modified as needed.
- Ability to audit stored property, track locations and identify property stored out of order or in the wrong location by simply scanning the item in question.

6.4.3 JMS Subsystem

The JMS Subsystem must be an integrated component of the System installed, eliminating unnecessary redundant work efforts, streamlining work processes and include automated workflow capabilities.

If JMS is proposed as a 3rd party application, Contractor must provide an interface to/from the other Law Applications to ensure redundancy of end user and system admin work efforts are minimized as much as possible.

JMS must support agency billing for inmates booked and held for external agencies.

The booking process must support the ability for the officer in the field to complete the initial report form(s) on the MDC/laptop in the field. Data from those forms must be capable of being sent wirelessly (via Verizon or via 802.11 or other accessible hot spot in Shasta County) to the server where it is accessible, and automatically prefills the booking form at the jail during intake. No redundancy of data entry should occur between the time the initial report is taken and the intake process occurs.

Property intake must support both signature and fingerprint acknowledgement of property received.

JMS must be bar code enabled and support scanning of wristbands, DL swipe, etc., to minimize keystroke data entry by end users. It must also have the ability to automatically perform complex date calculations related to multiple charges on a single inmate.

JMS must allow credit for time served for each day (or portion thereof) the inmate is on a work release program. Inmates on a work release program must not be counted as an in-custody inmate in the jail.

The System must be able to produce reports by site for inmates in the work release program. If an inmate does not show up on a particular day, the system must allow appropriate tracking and not credit the inmate for days the inmate did not appear.

If an inmate is assigned to alternative sentencing under AB109, the system must be able to show the inmate transferred out of the jail into the work release program.

Inmates who are in-custody but not currently in the jail (i.e. in court, at outside hospital for treatment/evaluation) should be listed as in-custody but at another location. They SHOULD NOT show out of custody unless they have been RELEASED from the facility.

Reports (custom and standard) produced by JMS must have an option to display, print and/or email the report to individuals or a predefined group. A list of the standard and custom reports currently generated in the JALAN/JMS is available upon request. Contractor is to state whether JMS is fully compliant with all state and federal reporting requirements including electronic submission of those reports to each respective agency.

JMS modules desired for the new System are listed below. Contractors must identify the module or application in their inventory that provides the functionality implied by the generic name used in this list. Include a detailed description in the proposal that clearly describes the full functionality of each component, including workflow, screen shots, etc. as may be necessary for IPS to fully understand how your system will work in the IPS environment.

JMS Subsystem Module Listing

Agency Billing (including Federal)	Medical Screening (minimal/initial only)
Automated Billing and Reports SS and SCAAP	Personnel Module
Automated State and Federal Reports	Public Access Portal
Incident tracking by type, location, date/time	Sentence Tracking/ Gain Time Adjustments
Incident Reports/Disciplinary Tracking	Special Watch and Observation Logs
Inmate Booking and Tracking	Standard and Adhoc Reporting
Inmate Flags	Statistical Reporting
Inmate Release/Release Checklist	System-wide E-mail/messaging
Jail Log	Training Module
Inventory Tracking	Transportation Scheduling and Tracking
	Warrant Search on Release
	Work Release Module

The top 10 requirements end users identified for JMS include:

1. Full compliance with California's AB109 statute is required, including the ability to track split sentencing and alternative custody programs
2. Time tracking w/ automatic calculations for time credits and future release date while in custody or in an alternative custody program (e.g. home electronic confinement, work release, community service, etc.)
3. Ability to track and record time served while incarcerated and/or while out of custody but in an alternative custody program
4. Schedule and track work assignments under work release-type custody programs
5. Track monies owed and paid as a requirement of participation in alternative custody programs
6. Statistical information: TITLE 15, population tracking and accounting, inmate demographics including demographics on sentenced male / female & un-sentenced. Track all 1170(h) P.C. arrests for County and state monthly reports. Compile daily, monthly, quarterly and annual reports that are provided to the Annual Report, Grand Jury and other State agencies, as well as the Census Bureau. Track sentenced

inmates for out of county contract housing. Monitor release dates on Inmates. Capable of printing a Booking Recap Report: Must print out this form every week & email to press & Probation. Social security and SCAAP reporting.

7. Booking, classification: Configurable booking information, and classification questions. Red File information, Alerts, flags, Temperament codes, 290 registrant, Arson, Battery on PO, & Escape Risks, Gang & type, Track classification type i.e. administrative segregation, protective custody, keep away from other inmates, chain for court, chain all movement, and printable reports. Track sentenced inmates / release dates. Track Court dates/arraignment dates, Court lists/printable. Printable Property inventory & release form.

8. Visiting: Visitation is by housing. Ability to check if inmate has already had a visit per housing schedule, and what type of visiting took place i.e., professional, family, etc. Flags: keep away, restraining orders, Disciplinary, loss of all visiting privileges. Warrant check on visitors, restraining orders, keep away, alerts, etc.

9. Disciplinary: configurable form / printed what type of disciplinary i.e. loss of all privileges, loss of visiting, commissary etc. Track disciplinary start, and end times.

10. End user access to court and probation information, court docket information, local RMS and CLETS (warrants/criminal history)

6.4.4. AFR Subsystem

AFR must support multi-jurisdictional field reporting functions. A goal of the AFR Subsystem is to eliminate paper forms and push electronic information capture out into the field at its source. The downside of this approach is the change in culture and workload this will create for the officer in the field.

To help minimize the impact, the City is highly interested in tools and technology that will help minimize use of keyboards, mice, etc. for the officer on patrol.

Contractors are requested to identify potential solutions to this issue in the options section of their proposal. This includes, but is not limited to, DL swipe, voiceless dispatch, voice recognition software that can effectively work in a patrol environment, etc.

Forms and reports earmarked for elimination, replacement or consolidation through the acquisition of AFR are prioritized below. Contractors must identify (and explain) how the use of these forms will change with the AFR solution proposed.

Copies of these reports are available upon request.

1. Offense report - face page, page 2, property sheet and Narrative
2. Follow-up Report Form
3. Probable Cause Declaration Form – Adult
4. Probable Cause Declaration Form – Juvenile
5. D.A. Cover Sheet (Complaint form)
6. Field Interrogation Card (FI Form)
7. Missing Persons - Runaway CJIS 8568 (State of California form)
8. CHP Traffic Collision Report 555 (State of California form)
9. Suspected Child abuse form SS 8572 (State of California form)
10. CHP 187 Form (pursuit form) (State of California form)
11. DUI Arrest Report
12. DUI-DRE Arrest Report (Drugs) (CHP form)
13. Elder Abuse/Adult Form (State of California form)
14. Admin Per Se (DUI triplicate - print at the jail) (DMV form)
15. CHP Vehicle Report 180 (Stolen Vehicle/Plates Report) (State of California form)

6.4.5 Interfaces

This section includes a list and brief description of the functional requirements for interfaces to external system. Contractors are required to identify the following information for each interface proposed:

- Standard (already exists) or Custom Built (needs to be developed or modified to meet RFP requirements).
- Is the item/interface listed a function that can be implemented by City IT staff (with limited training and support from Contactor) without development required by the Contractor?
- Is the Contractor proposing a one way or two way interface?
- Will the interface be batch or real time? If batch, at what frequency and will it be automatic or require end user intervention?
- Is the interface proposed query only or query and update?
- Will "screen scraping" be used?
- Will the interface be developed using a programming language (if so, identify the language or dbms used) or will the interface be developed using ODBC or web enabled access type tools to simplify the development and long term support requirements?
- Will City IT staff be able to maintain the interface over time without additional assistance from Contractor?

Contractor will develop, install, configure, test, document and remedy defects of all interfaces prepared by Contractor prior to go-live.

The City will be responsible for providing adequate network connectivity between the System and the external systems and databases interfaced to the system as described herein. Contractors must identify in the proposal the bandwidth requirements between the system and externally interfaced systems and databases necessary to effectively accomplish the interfaces required by this RFP.

Interfaces must be designed with the purpose of minimizing (or eliminating, if possible) redundant data query and/or redundant data update work processes of IPS end users.

All interfaces must be designed in such a way as to provide timely processing as reasonably required for the types of transactions involved (i.e., monthly batch transmissions would not be appropriate for a process that requires the CLETS firearms database to be updated immediately upon recovery of a stolen firearm or for the processing of warrant information).

Contractor must clearly state what warranties will be provided to ensure each interface will work correctly during a) implementation, b) the one year warranty period, and c) any subsequent maintenance period. Contractor must also state what costs, if any, the agency will incur in the event any interface "breaks" or ceases to function as originally designed during any of the aforementioned periods.

Standard interfaces must be proposed where available. If the standard interface does not include one or more functional capabilities described below, Contractors must identify the deficiency or variance and state whether that deficiency or variance can be added to the interface (and at what cost) without risking long-term cost or support issues. Additional cost quotes to "upgrade" standard interfaces to meet these requirements must be shown in the cost proposal.

All interfaces must be itemized. If an interface is provided at no cost, or "included" in the system price, it must be identified as such. All services related to each interface must be included in the total price for that interface. Each interface must be identified with it's respective Law Application. T&M estimates are not acceptable; all interfaces must be bid at a fixed price not to exceed.

1. E911/Phase II Cellular - NextGen 911

   E911/Phase II Cellular is a one-way interface between CAD and the 911 ANI/ALI controllers. The interface transfers data from the incoming ANI/ALI packet to the appropriate fields in the call taker/dispatch screen.

When the interface receives the telephone company information, an on-screen indicator button should be highlighted to notify the CAD operator that a 911 call has been received. When the button is selected, CAD shall automatically load all available telephone company information into the call takers screen.

The ANI/ALI interface must support all current FCC Phase II requirements for Cellular 911 calls. ANI/ALI packets for Phase II Wireless 911 calls shall include the coordinates (in lat/long or other standard coordinate system, as dictated by the NENA standard or FCC requirements), and CAD will use this information to create an event at the caller's geographic coordinate location and show the location on the map.

Contractor will provide an interface directly to each of the E911 ANI/ALI controllers.

2. NextGen 911 is a two-way interface that, in addition to E911/Phase II Cellular calls, supports text messages, photos, videos or conduct video conversations with potential callers to 911 including victims, suspects, and or witnesses to a crime. California recently passed legislation related to the support and funding of this technology and several sites in California have recently acted as beta sites for this new service. The City plans to implement NextGen 911 with the role out of the new System. Contractor must state in their proposal, their plan for migration and ongoing support of this interface. Costs must be included in the Cost Proposal exhibit. GIS/AVL Interface

This is a two-way interface between CAD and field units.

The interface will support "live" AVL/GPS-defined unit location information for the purpose of unit icon placement on maps in the dispatch center and on mobile MDC devices, including the use of the units' GPS location for the purpose of CAD unit recommendation, auto-routing, etc. utilizing the GIS system on a "live map" in dispatch and in the field.

3. Push to Talk (PTT) Interface (Emergency ID)

This is a one-way interface between CAD and the Motorola 5500 Radio Controller.

When a Radio user in the field activates their emergency button, the radio ID will be used to query the database and display configurable unit information in the CAD status display window.

Activation will result in a warning on all mobile supervisors' MDCs, handhelds (e.g., smartphones) and all Dispatcher Console displays in dispatch, plus an immediate display of the unit ID and last-recorded incident information.

The unit information (officer name, Radio ID, etc.) will display that information in CAD, process emergency notification information, process an audible and flashing alert on the dispatchers CAD screen and pre-populate fields in the incident record.

The CAD system must be able to identify which resource logged into CAD is the closest available Unit based on AVL/GPS location. That Unit would then be automatically assigned by the CAD system as a high priority call.

4. Master Time Clock Interface (Spectrum)

Contractor will interface CAD with the existing Spectrum Master Time Clock and network in the dispatch facility. This includes working with the suppliers of all existing equipment to insure that all devices are technically capable of supporting master clock synchronization.

5. TDD/TTY Interface (hearing impaired)

The purpose of this interface is to eliminate the TDD keyboard at each call taker position. The interface will provide connectivity through an RS-232 port. The device will detect the TDD call made by a hearing or speech impaired person and allow the call taker to display the caller's message and converse with the caller via the TDD dialog.

6. Cell Phone/Text Paging Interface

This is a one-way interface between CAD and the cell phones in use by law enforcement personnel. Based on type of call and as determined and configured by the System Administrator, the system will provide a summary of dispatched incident information to cell phones used by law enforcement Command Staff and designated employees to alert them to serious crime or incident calls received by dispatch and entered into the system by dispatchers or units in the field (self-dispatched units).

Based on user-defined parameters, this interface shall include the ability to send (automatically or upon request), call specific information (as determined and configurable by IPS) and general tone alerting from the CAD system to IPS cell phones and paging related equipment. The Interface will support a variety of protocols via Ethernet LAN or an RS232 communication port.

7. ProQA Interface

This interface will allow dispatchers to have the ability to access ProQA while working in CAD to respond more efficiently to medical-related calls. The interface will also automatically create a script or case summary of the ProQA call in the CAD call record.

8. CAD to Fire RMS Interface

This is a one-way interface from CAD to the City of Redding Fire Department's RMS (Emergency Reporting System by Reporting Systems, Inc.) while simultaneously printing the call record on the appropriate printer (rip and run) at one of eight (8) locations based on the call location. The System must have the ability to send the CAD call information to handheld devices, laptops, iPADS or MDC's as defined by the SHASCOM System Administrator and support fire station toning from the Motorola Gold Elite radio consoles at SHASCOM.

9. JALAN/IJS Interface (Required for replacing the "wheel")

This is a two-way interface that includes the one-way pass of data completed during the booking process that passes the data captured on the probable cause form to the JALAN/IJS DBMS. The second part of this interface will allow two-way communication with the other agency (DA's office or Probation) regarding case status, updates, supplemental, status, closed cases, etc. similar to that already provided by the wheel (Exhibit E, Wheel Functionality).

10. JMS Interface (if JMS is a 3rd Party application)

If a 3rd party JMS application is proposed, Contractor must provide a fully integrated, two-way, real time interface between the JMS and the other Law Applications so as to avoid redundant work efforts associated with any end user work efforts in using the new System.

Any deficiencies in this requirement must be fully disclosed in the Contractor's proposal. In addition, Contractors offering 3rd party Jail Applications must provide evidence in their proposal of a guaranteed long-term relationship between the Prime Contractor and the JMS application provider that will ensure long term maintenance, support and ongoing compatibility will continue for a period of not less than 10 years from the date of final system acceptance for the prices quoted in the cost proposal.

11. CopLogic Interface

Coplogic is currently in use by APD, RPD and SCSO. This is a one-way interface between Coplogic and RMS. It is a batch process controlled by the user.

Data in reports submitted electronically by citizens of Shasta County via Coplogic shall be automatically pulled into RMS so as to eliminate the redundant data entry processes associated with merging these reports.

12. VINE Interface (Victim Notification System)

This is a one-way interface to send booking information from JMS to the victim notification network (VINE) at agency-defined intervals. Changes to inmate status should automatically update the VINE DBMS and initiate calls to victims/witnesses. Data captured includes personal, incident, and offense data.

13. COGENT/Cal Photo

COGENT was recently acquired and is used in the Jail as a regional fingerprint system and centralized repository for all mug shots in the County.

Mug photos are captured during the fingerprinting process to support fingerprint identification processes. The new System may offer a replacement to Cogent as the Mug Shot central repository and Cal photo server, which will require an interface to Cal Photo. If proposed, photos should be available System-wide to assist in inmate verification, help identify a potential suspect, and support creation and display of six-pack photo lineups on an MDC, at a desktop, in printed form, or on a handheld device.

JMS must also be interfaced to Cogent to minimize redundant data entry during the booking process. The City requires a bidirectional interface to send booking information from the JMS to the LiveScan system to pre-populate appropriate fields. In addition, the interface should allow the JMS to be updated with LiveScan query returns. The City also requires the ability to transfer LiveScan query returns to the RMS and requests that vendors provide a recommendation for the best method to provide this functionality.

14. CSAR interface

This is the ability to reduce duplicate data entry by automatically entering applicable data into CSAR at the same time it is entered into RMS. The interface will included the ability to query the California Sex & Arson Registry (CSAR) dbms by first, last and middle name, and DOB.

15. SWITRS Interface

California CHP is preparing an Application Programming Interface (API) for this purpose. If the API is available at the time this RFP is released, Contractor is to propose an interface to SWITRS for this project.

This is a one-way interface for the upload of traffic accident reporting information into the California Highway Patrol's Statewide Integrated Traffic Records System (SWITRS). Statistical and other relevant information entered into traffic and accident reports in the field and in the office that must be submitted to the CHP will be automatically uploaded to the SWITRS system without the need for redundant data entry processes.

Note: This also includes the requirement for CHP forms (555, 180, etc.) to be components of the AFR Subsystem for this project.

16. E-CARS (DOJ) MACR Interface

This one-way interface will facilitate the electronic submission of UCR and the Arrest and Citation Register and all required monthly supplemental reports to DOJ (Department of Justice, State of California).

17. Keefe Interface - Jail Commissary

This is a one-way interface that will automatically upload inmate name, custody status, housing assignment and money collected at booking into the Keefe system.

20. LEADSOnline Interface

This is a one-way interface to LEADSOnline, an Internet-based pawn tracking system developed by LEADSOnline, LLC, in Plano, Texas, (972) 361-0900. This interface should enable automatic pawn searches upon entry of recovered property into the new RMS. Property searches conducted within RMS should also search data stored in LEADSOnline.

6.5. Training

Training has often been problematic in large-scale projects. Cost, quality, duration, trainer qualifications and effectiveness, and staff's ability to retain information are all areas of critical importance that can impact the end result. The City is well aware of these issues and cautions all Contractors to consider the value and importance this agency places on training for users, trainers, and System Administrators at the City.

Therefore, Contractors should consider several factors in the preparation of the training portion of their proposal.

- All training is to be provided by Contractor at IPS facilities; no travel will be allowed for the City or County staff to attend training programs at Contractor facilities or any other location during the implementation process.
- No other agency or outside party will be allowed to attend or participate in training related to this project.
- Contractors are encouraged to propose their standard training methodology while considering the demographics and staffing levels indicated in the exhibits to this RFP, but include optional training in the options section of the cost proposal. Please note that a train-the-trainers approach is discouraged for some positions (i.e., dispatchers), but may be required in some situations (i.e., field personnel) to minimize costs.
- System Administration training must be provided for at least four (4) personnel.
- System Administration training and end-user training must cover all aspects of the System including; basic, intermediate and advanced functions.
- Contractors are to provide a detailed explanation as to the quality of the training proposed and the guarantees Contractor will provide if training is deemed substandard, incomplete or inadequate for staff.
- Contractors are encouraged to offer supplemental training programs and training aids including, but not limited to System on-line help programs (help programs imbedded within the Law Applications), web-based training and web-based seminars, user conferences, etc. This is to supplement, not replace, the on-site training requirements as stated herein.

6.6. Data Conversion

No data conversion is to be proposed at this time. A data conversion task may be added at some time in the future.

6.7. Law Application Software Documentation

Contractors are requested to provide a sample of their system and end user documentation with their proposal. If a non-disclosure form is required prior to receipt of proprietary documentation, please include the form in the Letter of Intent per Section 2.4.

Contractors must identify the level of effort they will expend to guarantee accuracy of the documentation with the functionality of the System proposed. Contractors must identify the timeframe to which they will comply in terms of updating Documentation in the Escrow Account.

6.8. Testing and Acceptance

Contractors must describe the testing, de-bugging, cutover (go live) and acceptance process proposed for the System installed. Contractors must clearly state the levels of performance and reliability the System will achieve once the System is operational and the level of performance and reliability it will maintain over the long term.

The testing and acceptance process must include a phased approach for each Subsystem proposed, and it must ensure that each component is complete in all respects before go-live occurs. Contractor must clearly explain the performance, functional and reliability tests they will perform and the results they will achieve prior to go-live operations.

Each Subsystem must operate in a live environment for a reasonable period of time allowing Contractor to remedy reproducible defects not previously identified and corrected during the pre-go-live tests. Contractor must allocate sufficient time for live operations to a) identify any defects not previously identified, and b), sufficient time for Contractor to remedy verifiable reproducible defects.

After all Subsystems have passed a preliminary acceptance test period in an operational environment, there will be a reasonable period of time of live operations wherein the entire System must work correctly in all respects before final system acceptance may occur. Minor reproducible defects will not interfere with the acceptance process unless the quantity and severity is such that it interferes with the end users ability to perform their tasks. The Contractor is not required to have staff on site during this process, except for a reasonable period of time during switchover to live operations, unless the severity of defects and problems required the Contractor to be on site to repair the system. Contractor shall clearly describe in their proposal both response times and problem resolution times for reproducible defects reported to Contractor during the testing and acceptance period.

6.9. Warranty Period

Contractors must identify the start and end dates of all warranty programs for all Law Applications proposed assuming a project start date of January 4, 2016. These dates must appear in the proposal and in the project schedule.

A twelve (12) month System warranty period following final system acceptance is required. The Contractor is not required to have staff on site during the warranty period, unless the severity of defects and problems required the Contractor to be on site to repair the system. Upon completion of the warranty period, the annual maintenance period will begin. Contractor shall clearly describe in their proposal both response times and problem resolution times for reproducible defects reported to Contractor during the Warranty Period.

6.10. Annual Maintenance

Contractors must identify the start dates and end dates of all maintenance programs for all Law Applications proposed assuming a project start date of January 4, 2015.

This section of the proposal will describe the level of support services that will be provided during implementation, warranty and the maintenance periods identified in Section 5.7. Contractors shall clearly describe in their proposal both response times and problem resolution times for reproducible defects reported to Contractor during subsequent maintenance periods.

7.0 SELECTION PROCESS

The selection and installation of an integrated public safety computer system to serve the needs of IPS is an important and complex task.

The City recognizes that several Contractors may be able to provide the services, software, hardware and support to achieve this objective.

The City's selection committee will exercise both objective and subjective rationale in this selection process.

The purpose of this section is to provide the Contractors with a general overview of the evaluation methodology the City will use to select the successful Contractor.

The City reserves the right, at any time during this process, to initiate requests for additional information for clarification purposes.

The evaluation has been designed in accordance with a three-phase selection process.

These three phases include:

1. Selection of Responsive Proposals
2. Evaluation
3. Contractor Selection and Negotiations

7.1. Selection of Responsive Proposals

The purpose of this step is to determine which proposals are sufficiently responsive to the RFP to permit a complete evaluation.

Proposals will be reviewed to determine their completeness and compliance with the requirements and qualifications specified throughout this document.

Failure to comply with one or more of these requirements may result in the proposal being judged non-responsive, except that the City reserves the right to waive any deviations it deems non-material.

7.2. Evaluation

Proposals deemed most responsive will be considered for evaluation. The IPS Project Team will perform the evaluation of proposals submitted. This process will take place during the periods specified in the schedule of events outlined in this RFP. The project team may also rely on onsite visits, references, independent research and generally available industry information during this process.

7.3. Demonstrations and/or On-site Visits

After the evaluation is complete, the City reserves the right to inspect the systems identified as potential candidates for this project in operation at one or more City sites. The City may also require an onsite product demonstration at IPS facilities in Redding, California, in order to validate the capabilities described in the proposal.

A suitable time will be scheduled for each presentation. Each Contractor shall allow adequate time during or after the presentation for questions from the City's personnel, officials, agents or their advisors.

During all scheduled demonstrations, the following limits must be observed:

The product demonstrations agenda will be discussed with each Contractor. Demonstrations will be "scripted" and Contractors will be required to follow the script for consistency in evaluation purposes.

Discussion of software and equipment must be confined to the configuration and level of equipment proposed in the Contractor's proposal, including future capabilities for expansion of the SYSTEM.

Discussion must be limited to capabilities presently available or being specifically developed for this project. Contractor must specifically identify existing capabilities vs. those to be developed.

Products and/or services presented but not priced in the cost proposal must be clearly identified as items outside the scope of Contractor's proposal.

The presentation may not be considered a "negotiating session". The City and its advisors are well aware that final commitments in such areas as support, transfer of title date, and training are sometimes discussed during oral presentations. However, it is anticipated that such negotiations will not be conducted at that time, and that the primary purpose of a formal presentation will be to provide a forum for discussion of what has been proposed.

7.4. Contractor Selection

Once demonstrations and/or onsite visits are completed, any items requiring clarification will be reduced to writing and the Contractor will be asked to respond in writing. Once this process is complete, the City shall identify the Contractor who, in the opinion of the City, has made the best overall proposal and offers the best solution at the most reasonable cost. A recommendation for bid award will then be prepared and submitted to the IPS Board of Directors who will make the final decision.

The bid award, if made, shall be to one Contractor only, although subcontractors may be incorporated into a Contractor's proposal. The City reserves the right to select proposals in whole or in part, by item, groups of items, or by section where applicable and where such action serves the City's best interest.

The award of a contract pursuant to this RFP will be made to that responsive and responsible Contractor whose proposal is determined to have the greatest overall benefit, price and other factors considered, for the intended and/or expected life of the System.

The contents of this RFP and the proposal of the successful Contractor will become contractual obligations along with the final contract if acquisition action ensues. Failure of the first selected Contractor to accept these obligations in a contract may result in disqualification and selection of another Contractor.

7.5. Scoring

The collective information gathered during the selection process will be evaluated based upon the following criteria:

Project Management, Implementation and Software Functionality: 40%

- Design, performance, system integration and system configurability
- End user ease-of-use
- Scope and breadth of the System proposed
- Approach and experience related to building custom interfaces
- Meeting requirements w/ minimal or no source code modifications
- Conformance with the methodology proposed in this RFP
- Company history, experience, staff resources and financial stability
- Experience in the design, development and implementation of public safety systems in the State of California
- Experience in the installation of CAD/RMS/JMS/MS/MDS in sites similar in size and scope of the IPS Project.

Supportability: 30%

- Conformance to Industry "defacto" standards
- COTS design and architecture
- Ability and cost associated with long term support issues
- Open systems Architecture, Interoperability (e.g., NIST, OSI, open API)
- The SYSTEM has the ability to easily interface or transport data to/from external systems with minimal or no source code development
- User Groups; user group participation (regional and national)
- Site References and location of offices providing support services
- Quantity and quality of training

Cost: 30%

TOTAL 100%

8.0 PROTESTS AND APPEALS

Any Contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the City of Redding's Purchasing Officer. The protest shall be submitted in writing to the Purchasing Officer's Office, within seven (7) working days after such aggrieved person or company knows or should have known of the facts giving rise thereto.

9.0 GENERAL CONDITIONS

9.1. Order of Precedence

This RFP and the Contractor's proposal, and all written communications between the City, its agents and the Contractor, shall be incorporated by reference into the contract between the City and the Contractor.

The order of precedence between the documents shall be:

1. Contract
2. Contract Exhibits
3. Letters of Clarification and their response from the Contractor (if any)
4. Contractor's Proposal
5. RFP

9.2. Contractual Claims

Contractual claims, whether for money or other relief, shall be submitted in writing to the City no later than sixty (60) days after final payment. Written notice of the Contractor's intention to file such claim shall be given at such time as the claim arises.

9.3. No Assignment

Assignment by the Contractor of any right or obligation hereunder to a third party is prohibited.

9.4. Transportation and Storage

The Contractor shall make all arrangements for transportation of equipment in suitable vehicles and by experienced equipment carriers. The procurement of commercial storage space (not provided by the City) prior to, during, or after System installation will be at the expense of the Contractor.

9.5. Transfer of Title/Software License Effective Date

Transfer of title for hardware shall occur upon completion of installation and demonstration that the hardware, operating system(s) and any 3rd party software provided by Contractor is fully operational and all components operate free of reproducible defects as defined by the contract. All Law Application software licenses shall take effect on the date the software is installed on equipment at City facilities.

9.6. Indemnification and Hold Harmless

Consistent with California Civil Code § 2782.8, when the services to be provided under this Contract are design professional services to be performed by a design professional, as that term is defined under Section 2782.8, Contractor shall, to the fullest extent permitted by law, indemnify protect, defend and hold harmless, City, its elected officials, officers, employees, and agents, and each and every one of them, from and against all actions, damages, costs, liability, claims, losses, penalties and expenses (including, but not limited to, reasonable attorney's fees of the City Attorney or legal counsel retained by City, expert fees, litigation costs, and investigation costs) of every type and description to which any or all of them may be subjected by reason of, or resulting from, directly or indirectly, the negligence, recklessness, or willful misconduct of Contractor, its officers, employees or agents in the performance of professional services under this Contract, except when liability arises due to the sole negligence, active negligence or misconduct of the City.

Other than in the performance of professional services by a design professional, which is addressed solely by subdivision (A) of this section, and to the fullest extent permitted by law, Contractor shall indemnify protect, defend and hold harmless, City, its elected officials, officers, employees, and agents, and each and every one of them, from and against all actions, damages, costs, liability, claims, losses, penalties and expenses (including, but not limited to, reasonable attorney's fees of the City Attorney or legal counsel retained by City, expert fees, litigation costs, and investigation costs) of every type and description to which any or all of them may be subjected by reason of the performance of the services required under this Contract by Contractor its officers, employees or agents in the performance of professional services under this Contract, except when liability arises due to the sole negligence, active negligence or misconduct of the City.

The Contractor's obligation to defend, indemnify and hold harmless shall not be excused because of the Contractor's inability to evaluate liability. The Contractor shall respond within thirty (30) calendar days to the tender of any claim for defense and indemnity by the City, unless the City has extended this time in writing. If the Contractor fails to accept or reject a tender of defense and indemnity in writing delivered to City within thirty (30) calendar days, in addition to any other remedy authorized by law, the City may withhold such funds the City reasonably considers necessary for its defense and indemnity until disposition has been made of the claim or until the Contractor accepts or rejects the tender of defense in writing delivered to the City, whichever occurs first. This subdivision shall not be construed to excuse the prompt and continued performance of the duties required of Contractor herein.

The obligation to indemnify, protect, defend, and hold harmless set forth in this section applies to all claims and liability regardless of whether any insurance policies are applicable. The policy limits of said insurance policies do not act as a limitation upon the amount of indemnification to be provided by Contractor.

City shall have the right to approve or disapprove the legal counsel retained by Contractor pursuant to this section to represent City's interests. City shall be reimbursed for all costs and attorney's fees incurred by City in enforcing the obligations set forth in this section.

9.7. Insurance

Unless modified in writing by City's Risk Manager, Contractor shall maintain the following noted insurance during the duration of the Contract:

9.7.1. Commercial General Liability Insurance

Insurance Services Office form number CG-0001, Commercial General Liability Insurance, in an amount not less than $1,000,000 per occurrence and $2,000,000 general aggregate for bodily injury, personal injury and property damage;

9.7.2. Comprehensive Automobile Liability Insurance

Insurance Services Office form number CA-0001 (Ed. 1/87), Comprehensive Automobile Liability Insurance, which provides for total limits of not less than $1,000,000 combined single limits per accident applicable to all owned, non-owned and hired vehicles;

9.7.3. Statutory Workers' Compensation Insurance

Statutory Workers' Compensation required by the Labor Code shall be required and obtained by Contractor within 10 days of hire, in the event Contractor hires an employee (or employees) that qualify for this benefit under state law.

Statutory Workers' Compensation required by the Labor Code of the State of California and Employers' Liability Insurance in an amount not less than $1,000,000 per occurrence.

Both the Workers' Compensation and Employers' Liability policies shall contain the insurer's waiver of subrogation in favor of City, its elected officials, officers, employees, agents and volunteers;

9.7.4. Professional Liability Insurance

Professional Liability (Errors and Omissions) Insurance is required, appropriate to Contractor's profession, against loss due to error or omission or malpractice in an amount not less than $1,000,000.

9.7.5. Certificates

The City does not accept insurance certificates or endorsements with the wording "but only in the event of a named insured's sole negligence" or any other verbiage limiting the insured's insurance responsibility.

9.7.6. Deductibles

Any deductibles or self-insured retentions must be declared to and approved by City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its elected officials, officers, employees, agents and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claims administration and defense expenses.

9.7.7. Endorsements

The General Liability shall contain or be endorsed to contain the following provisions:

1. City, its elected officials, officers, employees, and agents and volunteers are to be covered as additional insured as respects liability arising out of work or operations performed by or on behalf of Contractor; premises owned, leased or used by Contractor; or automobiles owned, leased, hired or borrowed by Contractor. The coverage shall contain no special limitations on the scope of protection afforded to City, its elected officials, officers, employees, agents and volunteers.
2. The insurance coverage of Contractor shall be primary insurance as respects City, its elected officials, officers, employees, agents and volunteers. Any insurance or self-insurance maintained by City, its elected officials, officers, employees, agents and volunteers, shall be in excess of Contractor's insurance and shall not contribute with it.
3. Coverage shall state that the insurance of Contractor shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
4. Each insurance policy required by this Contract shall be endorsed to state that coverage shall not be canceled except after thirty (30) calendar days' prior written notice has been given to City. In addition, Contractor agrees that it shall not reduce its coverage or limits on any such policy except after thirty (30) calendar days' prior written notice has been given to City.

9.7.8. A.M. Best Rating Required

Insurance is to be placed with insurers with a current A.M. Best' s rating of no less than A-VII.

9.7.9. Certificate Holder

Contractor shall designate the City of Redding as a Certificate Holder of the insurance. Contractor shall furnish City with certificates of insurance and original endorsements affecting the coverage required by this clause. Certificates and endorsements shall be furnished to: Risk Management Department, City of Redding, 777 Cypress Avenue, Redding, CA 96001. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. All endorsements are to be received and approved by the City's Risk Manager prior to the commencement of contracted services. City may withhold payments to Contractor if adequate certificates of insurance and endorsements required have not been provided, or not been provided in a timely manner.

9.7.10. Approval

The requirements as to the types and limits of insurance coverage to be maintained by Contractor as required by Section 5 of this Contract, and any approval of said insurance by City, are not intended to and will not in any manner limit or qualify the liabilities and obligations otherwise assumed by Contractor pursuant to this Contract, including, without limitation, provisions concerning indemnification.

9.7.11. Claims Made

If any policy of insurance required by this section is a "claims made" policy pursuant to Code of Civil Procedure § 342 and Government Code § 945.6, Contractor shall keep said insurance in effect for a period of eighteen (18) months after the termination of this Contract.

If any damage, including death, personal injury or property damage, occurs in connection with the performance of this Contract, Contractor shall immediately notify City's Risk Manager by telephone at (530) 225-4068.

No later than three (3) calendar days after the event, Contractor shall submit a written report to City's Risk Manager containing the following information, as applicable: 1) name and address of injured or deceased person(s); 2) name and address of witnesses; 3) name and address of Contractor's insurance company; and 4) a detailed description of the damage and whether any City property was involved.

9.7.13. Policy Limits Not Applicable

The obligation to indemnify, protect, defend, and hold harmless set forth in this section applies to all claims and liability regardless of whether any insurance policies are applicable. The policy limits of said insurance policies do not act as a limitation upon the amount of indemnification to be provided by Contractor.

9.7.14. Rights of Approval

City shall have the right to approve or disapprove the legal counsel retained by Contractor pursuant to this section to represent City's interests. City shall be reimbursed for all costs and attorney's fees incurred by City in enforcing the obligations set forth in this section.

9.8. Law Application Software Escrow Account

At the same time Contractor delivers the Law Application Software to the City, Contractor must deliver a fully and accurately commented and documented copy of the Source Code to the Source Code escrow agent.

In addition, if, during the term of this Agreement, the Warranty Period, or any subsequent Maintenance and/or Support Agreement, Contractor provides the City with any version Updates to the Software, The City must, within thirty days, provide the escrow agent with the Source Code for the Updates and updated documentation, as applicable.

The City may access and use the Source Code under the terms and conditions stated in the Source Code Escrow Agreement.

In the event the contract between the Source Code escrow agent and the Contractor is terminated for any reason, the Contractor will use commercially reasonable efforts to, within 30 days of termination of that agreement, secure a replacement escrow account service with substantially the same protections, term and cost afforded City as described in the Agreement.

9.9. Confidentiality

Trade secrets or proprietary information submitted as a part of the Contractor's proposal may be subject to disclosure under the Public Records Act as required by law.

Contractor, by submission of their proposal, hereby indemnifies and holds harmless the City and its agents from any and all costs incurred, including legal fees and court costs, for City's efforts to comply with Contractor's requests associated with the nondisclosure of information received from Contractor and marked "proprietary, confidential and trade mark secret".

Notwithstanding the proceeding, City shall have no obligation to engage in litigation to protect the intellectual property rights of Contractor. By submission of the proposal, Contractor agrees that in the event that its Law Application Software is claimed to violate the intellectual property rights of a third party to the Agreement that it will indemnify, hold harmless and protect the City from any such claim or suit or, in the alternative, modify the Law Application Software so that it does not infringe on such third party intellectual property rights.

9.10. Rights to Submitted Material

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, Exhibits, and other documentation submitted by Contractors shall become property of the City when received unless clearly designated as proprietary, owned by, and/or protected by copyright. The City retains the right to use any or all ideas presented in any proposal in response to the RFP, whether accepted or not.

9.11. Non-Selected Proposals

Non-selection of any proposal shall mean that another acceptable proposal was deemed to be more advantageous to the City or that no proposal was accepted. Contractors whose proposals are not accepted will be so notified.

Notification of non-selected Contractors shall be devoid of any criticism of the proposal and of any implication that the proposal or proposed equipment was deficient.

Contractors bidding on this project shall not contact the City staff for opinions regarding the selection process.

9.12. News Release

No Contractor shall make any news or advertising releases pertaining to this RFP without the prior written approval of the City.

9.13. Calculation of Time

A period of time, unless stated as a number of workdays, shall include Saturdays, Sundays, and holidays.

9.14. Non-discrimination in Employment and Affirmative Action

The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, marital status, sexual orientation, ancestry, physical or mental disability, medical conditions, political affiliation, veteran's status or citizenship, or on the basis of a perception that an individual is associated with a person who has, or is perceived to have, any of these characteristics. The Contractor agrees to post, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer. Notices, advertisements and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section. The Contractor will include the provisions of this section in every subcontract or purchase order, so that the provisions will be binding upon each subcontractor or Contractor.

9.15. Equal Employment Opportunity

Contractors shall comply with all laws and City's Policies regarding Equal Employment Opportunity.

9.16. Force Majeure

Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such cases may include, but are not limited to; acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather; but the failure or delay must be beyond control and without fault or negligence.

If the Contractor's failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required delivery schedule. Dates or time of performance will be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

9.17. Gifts

No Contractor or subcontractor shall confer on any public employee having official responsibility for a procurement transaction, any payment, loan, subscription, advance, and deposit of money, service, or anything else of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.

9.18. Qualifications of Contractors

The City may make such reasonable investigations as deemed proper and necessary to determine the ability of Contractor to perform the work. Contractor shall furnish the

City all such information and data for this purpose as may be requested. The City reserves the right to inspect Contractor's offices prior to proposal selection to satisfy regarding Contractor's capabilities.

The City further reserves the right to reject any proposal if the evidence submitted by or investigations of such Contractor fails to satisfy the City that such Contractor is properly qualified to carry out the obligations of the contract and to complete the work contemplated herein.

Contractor shall grant permission for representatives of the City to inspect their fabrication and service facilities at any time during normal business hours. The only limitations on the granting of such permission shall be that the City or its designated representatives shall provide the Contractor 24 hours advance notice of any such inspection, and will not conduct an onsite inspection unless a representative of the Contractor is present.

9.19. Reporting Schedule

The Contractor shall provide such reports, documents, descriptions, and schedules as are required by this RFP.

EXHIBIT A

ANDERSON POLICE DEPARTMENT
ORGANIZATIONAL CHART

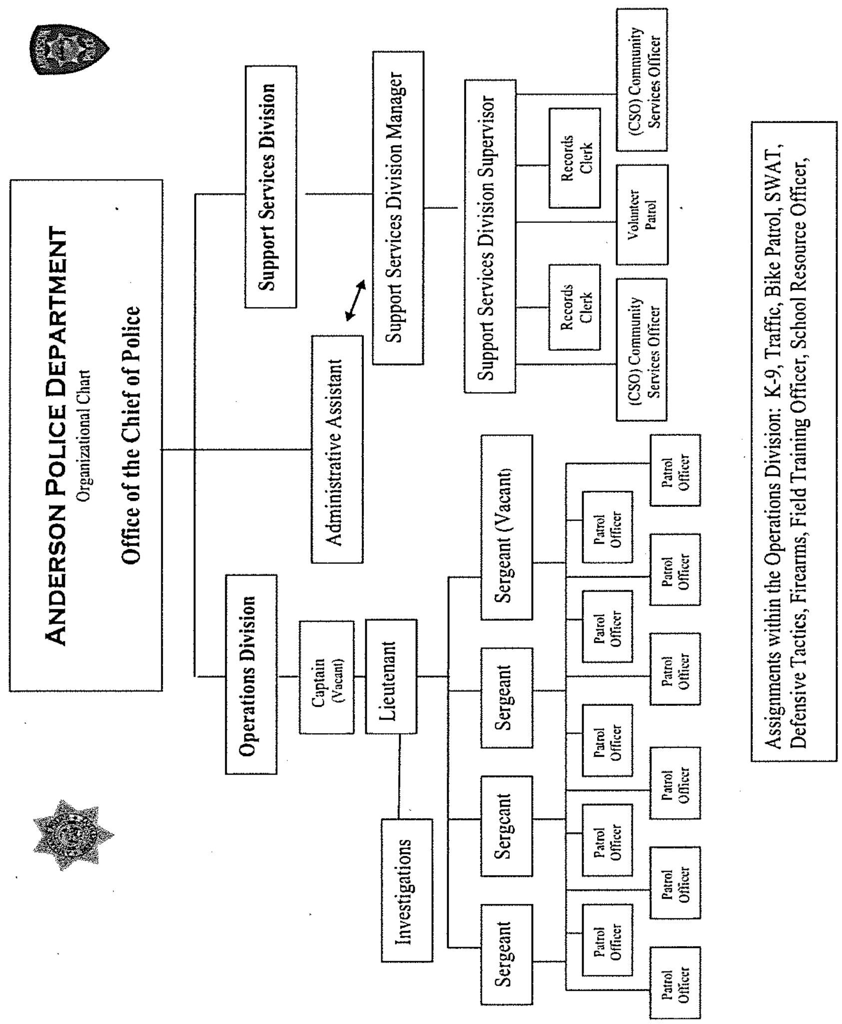
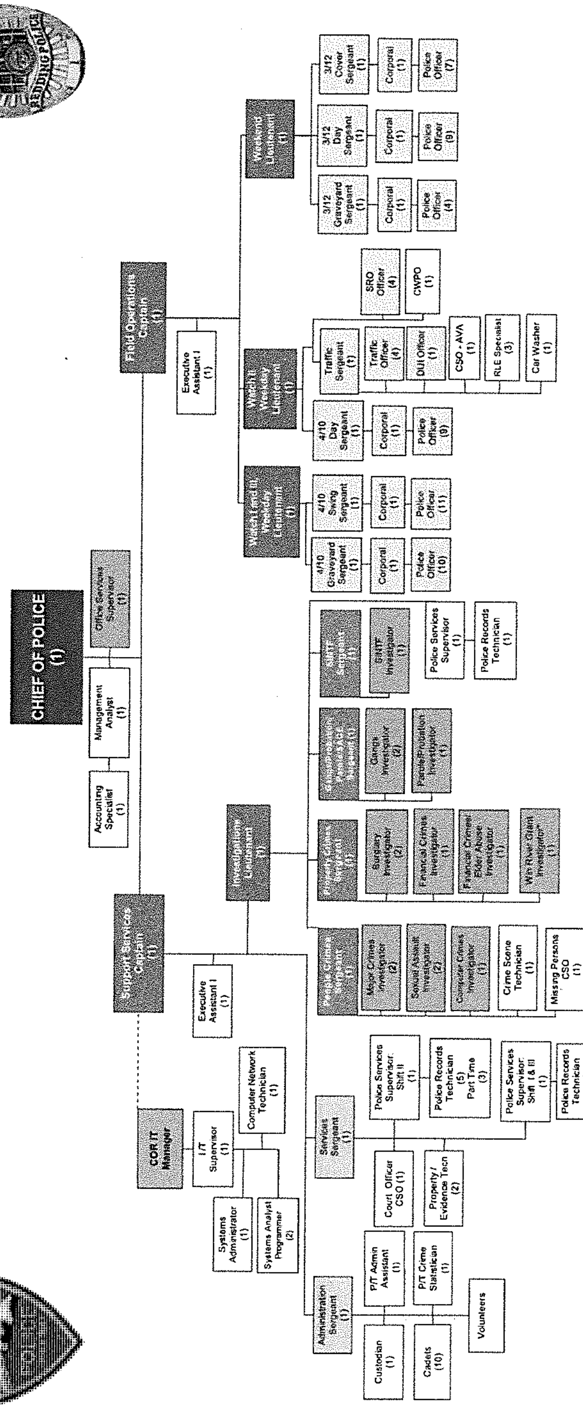


EXHIBIT B

REDDING POLICE DEPARTMENT
ORGANIZATIONAL CHART

REDDING POLICE DEPARTMENT ORGANIZATIONAL CHART



FULL TIME
Sworn 98
Civilian 33
Total 131

PART TIME
Total 19

TOTAL RPD PERSONNEL
150

* Temporary full-time Investigator

July 2013

EXHIBIT C

SHASTA COUNTY SHERIFF'S OFFICE
ORGANIZATIONAL CHART

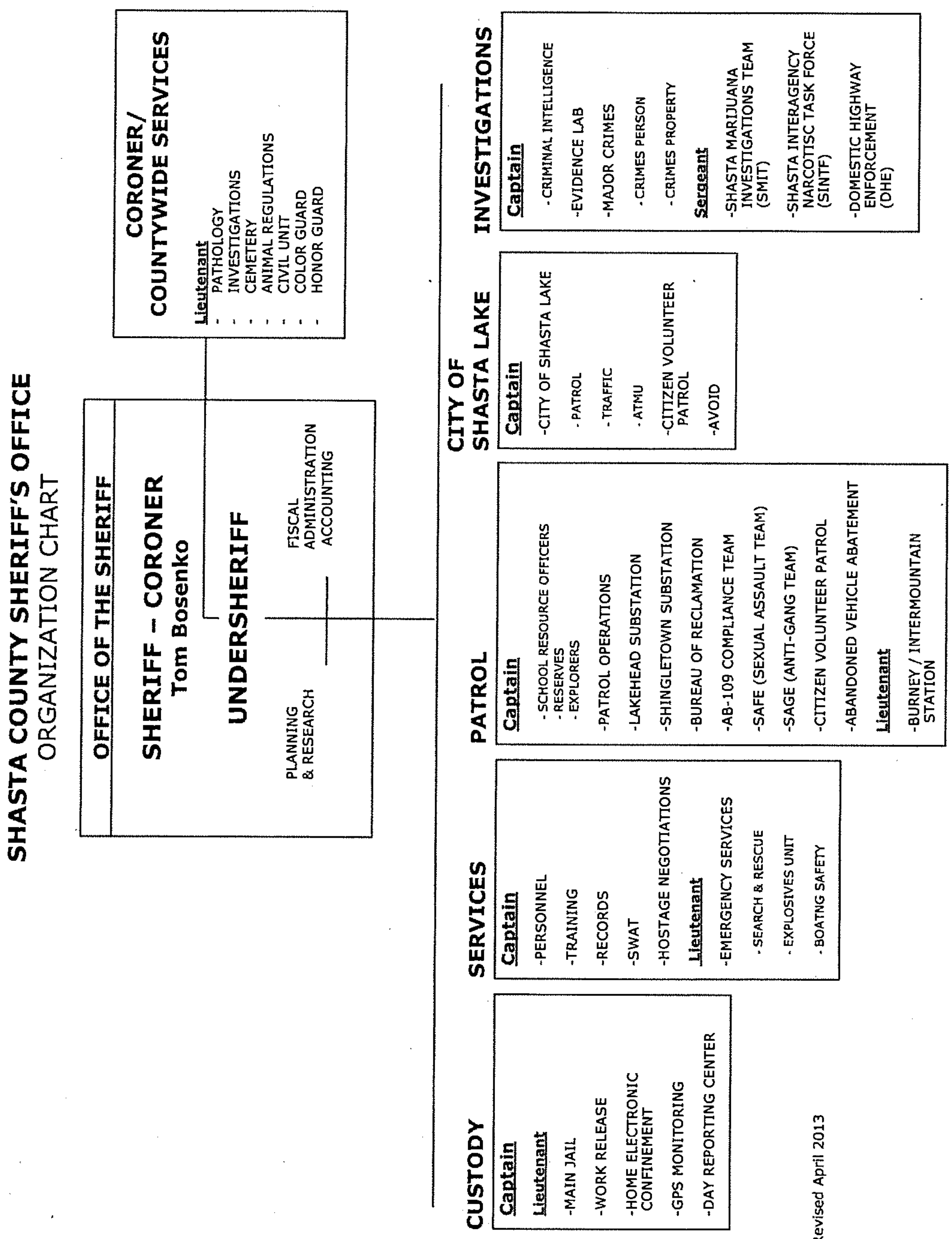


EXHIBIT D

RPD VOLUME ESTIMATES

Description	2015
# Sworn Personnel by Type	
Chief	1
Captain	2
Lieutenant	4
Sergeant	13
Corporal	6
Investigator	13
School Resource Officer	5
Police Officer	54
# Non-Sworn by type/area	
Admin and Accounting	4
Records Department	12
Property/Evidence	2
Other Civilian	15
Part time personnel	19
TOTAL EMPLOYEES	**150**
# Shifts	6
DEPLOYMENT PER SHIFT	
Sergeants/Lieutenants	1
Investigators/Detectives	13
Captain/Watch Commander	1
MAXIMUM DEPLOYMENT PER SHIFT	
Patrol Officers	15
Sergeants/Lieutenants	2
Investigators/Detectives	13
NAMES FILE	
Names in File	491,207
Outstanding Warrants	3,031
Vehicle records on file in RMS	183,502

RPD VOLUME ESTIMATES

(con't)

Description	2015
REPORTING VOLUMES	
Arrest entries	262,504
Field Interview	95,702
Crime/Incident Reports	468,173
Motor Vehicle Accidents	55,355
Parking Citations	32,296
Moving Citations (traffic only)	290,156
Citations (boating)	0
Citations (non-traffic)	4,073
False Alarm Reports	38,060
# of warrants (agency-initiated only)	163,026
# of warrants (held for outside agency)	563
# of wants	2,183
# of subpoenas	269,796
# of receipts	77,466
# of Referrals to District Attorney	76,698
# of Complaints to District Attorney	78,490
# of Referrals to Juvenile Probation	9,018
# of Complaints to Juvenile Probation	11,001
# of Referrals to Traffic Court	102,198
# of TROs	9,626
# of imaged documents	846,687
# of imaged documents **(page count)**	3,233,843
# of Jail mug shots (in SAPSS MDI)	n/a
# of Items held in Property and Evidence	165,954

APD VOLUME ESTIMATES

Description	2015
# Sworn Personnel by Type	
Chief	1
Captain	0
Lieutenant	1
Sergeant	3
Investigator	1
School Resource Officer	1
Police Officer	9
# Non-Sworn by type/area	
Support Staff	2
Community Service Officers	2
TOTAL EMPLOYEES	**22**
# Shifts	4
DEPLOYMENT PER SHIFT	
Patrol Officers/Deputies (SCSO)	2
Sergeants/Lieutenants	1
Investigators/Detectives	1
MAXIMUM DEPLOYMENT PER SHIFT	
Patrol Officers	2
Sergeants/Lieutenants	1
Investigators/Detectives/Captain (SCSO)	1
NAMES FILE	
Names in File	86,164
Outstanding Warrants	680
Vehicle records on file in RMS	20,496

APD VOLUME ESTIMATES

(con't)

Description	**2015**
REPORTING VOLUMES	
Arrest entries	36,366
Field Interview	2,032
Crime/Incident Reports	68,692
Motor Vehicle Accidents	4,295
Parking Citations	312
Moving Citations (traffic only)	29,228
Citations (non-traffic)	611
False Alarm Reports	3,215
# of warrants (agency-initiated only)	15,143
# of warrants (held for outside agency)	126
# of wants	70
# of subpoenas	27,869
# of Referrals to District Attorney	13,222
# of Complaints to District Attorney	14,926
# of Referrals to Juvenile Probation	1,543
# of Complaints to Juvenile Probation	2,003
# of Referrals to Traffic Court	8,402
# of TROs	2,239
# of imaged documents	48,608
# of imaged documents (page count)	581,849

EXHIBIT D

SCSO VOLUME ESTIMATES

Description	2015
# Sworn Personnel by Type	
Sheriff	1
Undersheriff	1
Captains	5
Lieutenants	4
Sergeants	16
Investigators	9
Deputies	45
CO Sergeants (sworn when on duty) - Jail	6
CO's (sworn when on duty) - Jail	55
Total Sworn	142
# Non-Sworn by type/area	
Coroners	4
MCU/ID LAB	4
Records	15
Patrol	5
OES	1
Admin	4
Accounting	5
Services	4
ARO	4
CIVIL	3
JAIL	31
Total non-Sworn	80
Total Employees* (sworn and non-sworn)	220
*Does not include extra help or volunteers	
# Shifts	4
DEPLOYMENT PER SHIFT	
Patrol Ops - 1 Captain, 1 Sgt; 4 Deputies per shift	6
CSL - 1 Captain, 1 Sgt, 2 Deputies.	4
Burney - 1 Lieutenant, 1 Sgt, 2 Deputies	4
Civil - 1 Sgt., 1 Deputy	2
Major Crimes - 1 Captain, 9 Detectives, 2 Sgt	12
ID Lab - 1 Sgt, 3 ID Technicians	4

SCSO VOLUME ESTIMATES

(con't)

Description	2015
NAMES FILE	
Names in File	215,088
Outstanding Warrants	3,561
Vehicle records on file in RMS	30,803
REPORTING VOLUMES	
Booking Sheets	28,715
Field Interview	2,593
Crime/Incident Reports	130,596
Motor Vehicle Accidents	521
Parking Citations	1,846
Moving Citations (traffic only)	5,514
Citations (boating)	15,736
Citations (non-traffic)	2,668
False Alarm Reports	13,643
# of warrants (agency-initiated only)	71,235
# of warrants (held for outside agency)	59,055
# of wants	438
# of subpoenas	
# of receipts	132,106
# of Referrals to District Attorney	23,271
# of Complaints to District Attorney	26,629
# of Referrals to Juvenile Probation	2,553
# of Complaints to Juvenile Probation	3,284
# of Referrals to Traffic Court	5,856
# of TROs	4,188
# of imaged documents	353,646
# of imaged documents (page count)	933,241
# of Jail mug shots (in SAPSS MDI)	226,586
# of Items held in Property and Evidence	52,663
# of items processed each month	500 - 600

EXHIBIT E

THE "WHEEL" FUNCTIONAL DESCRIPTION

IPS to IJS Transfer

AKA "Wheel"

The IPS to IJS transfer ("wheel") is an electronic process within the SAPSS Case Referral system wherein law enforcement case information is referred (routed) to criminal justice agencies for review/prosecution. Recipients include the District Attorney and Juvenile Probation. Contractors must explain how this functionality will be replaced by the new System using a) automated workflow, b) an interface to JALAN/IJS, and c) the ability to access legacy scanned documents as described in the RFP.

Overview

When an officer takes a report where one or more suspects/defendants have been identified, the (reviewing) sergeant will route the case accordingly for prosecution (as indicated in the routing section on the face page). If any juvenile suspect(s) are involved, the case can be routed to Probation. Otherwise the case is routed to the District Attorney.

The routing is typically done after documents are scanned but can occur anytime. This routing (referral) starts the IPS to IJS process.

Once a case is referred to a criminal justice agency, the agency then has authorization to all imaged documents (provided they are not locked down/secured from access) for the LE agency's case.

A case only needs to be routed once to a specific destination. Subsequent data entry or document imaging will be evaluated and delivered to the "wheel" automatically, provided any complaint(s) for the case are not closed. This automatic routing is especially handy for LE personnel so they don't have to remember to route each time a document is scanned.

Complaints

So how does it work? It starts with a case being routed, not a person. A single case can have multiple defendants, both adult and juvenile. However, the software allows all defendants under a single case to be handled independently via a complaint.

A **complaint** is completed for each defendant, regardless of the recipient (DA or Probation). Most DA complaints are completed by the agency's court officer. Complaints contain the information deemed necessary (by DA's office) for prosecution. This includes charges, date(s) of offense(s), victim name(s), etc.

Where possible, Probation complaints are typically auto-generated by the system, using information obtained from the Case data entry. However, they can be manually created by the court officer or other staff.

Juveniles

Juvenile complaints that are sent to the Probation "wheel" are reviewed by staff. If desired, they can forward the complaint (via the JALAN software) to the District Attorney for review & determination to prosecute. If the District Attorney's office agrees to prosecute, an activity entry is sent to the LE agency. This entry indicates that Probation is no longer involved in the case and that the District Attorney's office is now handling it. The Probation complaint is closed and a DA complaint is auto-generated (using information obtained from the Probation complaint).

While most complaints submitted to the District Attorney involve adults, under special circumstances a juvenile (who will be tried as an adult) can be referred directly to the District Attorney's office. A complaint would be completed the same way it is done for an adult.

Delivery

Once a complaint has been created, the system is now ready to deliver data/documents. Based upon the destination, the referral processor determines which data and/or (eligible**) documents require delivery to either the DA "wheel" or the Probation "wheel" (think of it as an "Inbox"). The system tracks each data element and document that is successfully delivered for each complaint. This insures that the entire (eligible**) case package reaches its' intended destination.

Independent complaint processing is important because not all complaints (defendants) will arrive at the same outcome. Some may be initially declined due to lack of evidence. Another may be accepted for prosecution but the defendant may plead guilty immediately or take a plea bargain. Still others may go thru the entire court system. The electronic "pipeline" between law enforcement and criminal justice agencies will remain open as long as the complaint is still active (not closed).

** Eligible Example: Probation is NOT eligible to receive RAP sheet information. Also, other non-eligible documents (based upon document type specified @ scan time) such as report release logs and other miscellaneous paperwork are insignificant and are not wanted/needed as part of the criminal justice agency case package.

Closure

A complaint can be closed for some of the following reasons (not a complete list):

1. Decline to prosecute (declination) - DA & Probation
2. Cases consolidated - DA & Probation
3. Case dismissed - DA & Probation
4. Defendant sentenced/acquitted - DA
5. Duplicate submittal (error) - DA & Probation
6. Defendant extradited - DA
7. Sent to Traffic Court - DA & Probation
8. Referred to Out-of-County - Probation
9. Per Probation Officer - Probation
10. Successful completion of Probation term - Probation

Initial (NEW) complaints are displayed on the "wheel" without a reference number.

Supplemental complaints (OPN) are displayed on the "wheel" with the last reference number obtained from the JALAN software (DA log #, DA case #, Probation case #).

This is an indicator that the complaint was previously processed and imported into JALAN.

Processing

When DA/Probation staff processes a complaint, an activity entry MUST be sent to the LE agency before the complaint can be removed from the "wheel". This is similar to signing for a package upon receipt.

The activity entry will indicate:

- Type of activity (accepted for review, declined, etc.)
- Destination agency's reference number (DA log #, DA case #, Probation case #)
- Date of activity
- Disposition (if applicable-based on type of activity)
- Name of person who processed (user ID)

Failure to provide the required information will result in an inability to remove the entry from the "wheel". This insures that we have an accurate accounting of all complaints submitted for processing.

A single **case** can be referred to multiple destinations (District Attorney, Juvenile Probation, etc.)

A single **referral** can result in multiple complaints (i.e. refer to DA, (3) defendants)).

Example:

Case #	**Referred to**	**Defendant**
14-12345	District Attorney	RIPOFF, Robbie
		BURGLAR, Bobby
		DOE, Johnny
	Juvenile Probation	TROUBLEMAKER, Tommy
		BADNEWS, Betty

DATA ELEMENTS:

File: **Complaint**

Name: PSCRXKCMP

Contents: Defendant info (name/dob/social security #, date of birth, address, etc.), complaint status, in-custody flag, officer ID number/name, request (warrant, cite letter, stay-away order, booking notification), probation violation flag, diversion eligible flag, agency ORI number, agency case number, arrest date, bail date/time, citation number(s), transfer date/time.

File: **Complaint – AKA(s)**

Name: PSCRXKAKA

Contents: Defendant AKA's/Alias information

File: **Complaint – Associated Case(s)**

Name: PSCRXKCAS

Contents: Associated case number(s) (submitting agency)

File: **Complaint – Charge(s) to be filed**

Name: PSCRXKCHG

Contents: Charges to be filed, including level (felony/misdemeanor), date offense occurred (each charge) and victim name (each charge).

File: **CASE – Master information**

Name: PSCRXCMST

Contents: Agency ORI number, agency case number, destination reference #, date/time/day-of-week occurred, incident address/commonplace name, case status, clearance, disposition, hate crime flag, officer ID, case charge(s) (up to 8)

File: **CASE – Name information**

Name: PSCRXCNAM

Contents: Person type (victim/defendant/witness/RP, etc.), name, race, sex, DOB, height, weight, hair, eyes, address, DL number, FBI number, CII number, other ID info, arrest key/mug/level/status/disposition, booked flag, fingerprinted flag, cited flag, jail booking number, residence & work phone number, tattoo info

File: **CASE – Charge information**

Name: PSCRXCCHG

Contents: Charge code/description, level, degree, DV-related flag

File: **CASE – Vehicle information**

Name: PSCRXCVEH

Contents: Vehicle license number, state, VIN number, value, model year, make, model, style, type, color(s), special remarks

File: **CASE – Warrant information**

Name: PSCRXCWAR

Contents: Docket number, court name, warrant number, warrant case number, charge(s),

File: **CASE – Document Index**

Name: PSCRXCMDI

Contents: Document number, document name, description, author, document date/time, document type, # of pages, object type.

EXHIBIT F

IMAGED DOCUMENTS ACCESS SPECIFICATIONS

End-user access to legacy-scanned indexed files while in the Law Application will be required in the new System.

The new System must be able to identify if a document is available (related to a name, case number, citation number, etc.) and then allow the end user to display, or print the document(s) to an individual or group of pre-defined individuals or agencies, internal or external to IPS.

Any viewing/printing/e-mailing of documents shall be recorded under the user ID that requested the action. Likewise, the user ID must be specifically authorized to perform said action.

The legacy in-house developed document imaging system contains a master document index which has the links (UNC paths) to the images and the file types of the images (.pdf, .tif, .jpg), along with the "system" name for which the image was created (CASE-DOC, MANUAL-SCN (outside docs for a case, or other purposes), SAPSS-CITR (Redflex Citations), SAPSS-PSCI (handheld Citations), along with document date, date scanned, and pointers to the master file records for each "system".

Contractor will link to the UNC path location to retrieve the applicable document(s). Since each "system" has a name file that points back to the master file record, we can extract each name for the "system" along with the "system" specific data (Case#, Cite#, etc.) and tie the name back to the image. Please note that this would result in multiple records for a single case document due to the fact that a single case can have multiple persons associated with it.

Given the above, we have all the information and the keys for selecting and sorting the image links. A minimal description (there will be many more pertinent fields) of what we can extract, might look like this:

<u>Name</u> <u>System</u> <u>Key1</u> <u>Key2</u> <u>Key3</u> <u>Description</u> <u>URL</u>

"XRAY, Test", "Case", "14-00123","2014-02-28", "459", "Officer's Statement", "\\IPSAPP01\folder99\Case-Doc_00123.pdf"

"XRAY, Test", "Case", "14-00126","2014-03-01", "466", "CLETS", "\\IPSAPP01\folder99\Case-Doc_00230.pdf"

"XRAY, Test", "CITE", "RF-00356","2014-06-12", "21453(C)", "Redflex", "\\IPSAPP01\folder99\RF0987_00817.pdf"

"XRAY2, Test", "Case", "14-00123","2014-02-28", "459", "Officer's Statement", "\\IPSAPP01\folder99\Case-Doc_00123.pdf"

The Contractor will need to provide the export file format required (SQL database, Access database, Excel spreadsheet, flat text file (.csv, .txt, etc.)), and data elements (field names, field formats (string(text), numeric (alphanumeric, integer, floating), field lengths, and the order in which they will be stored in the file).

EXHIBIT G

CLETS TRANSACTION VOLUME ESTIMATES

This exhibit shows CLETS transactions for the month of May 2014. APD, RPD, SCSO, the Marshal's Office and SHASCOM transactions include query and update capabilities. Other agencies on this list access CLETS for query only purposes.

Agency	# SAPSS Users	# CLETS requests *
Redding Police	165	16,061
Administration		141
Field Operations		1,321
Investigations		1,470
Property & Evidence		109
Services		13,020
Sheriff	258	16,232
Administration		11
Patrol Ops		837
Background Investigations		30
Burney		337
Boating Safety		88
Cal-MMET		303
Coroner		32
Civil Unit		3
Day Reporting Center		64
Investigations		312
Jail - Booking		1,494
Jail - Comm. Corrections		4,815
Jail - Medical		11
Jail - Receiving		1,335
Jail - Stats		2
Jail - Transportation		13
Jail - Work Release		2
Property & Evidence		231
Shasta Lake City		599
Services		5,700
Work Release		13

EXHIBIT G

CLETS transaction volume estimates

(con't)

Agency	# SAPSS Users	# CLETS Requests*
Anderson Police	29	1,640
CAD		297
Field Operations		905
Property & Evidence		86
Services		352
Child Support Serv.	5	NONE
Probation	61	784
Adult		464
HEC		193
Investigations		21
Juvenile Facility		10
Juvenile		49
Juvenile Supervision		14
Supervision		33
Auto Entries for SRF		64
SHASCOM	45	3,621
District Attorney	33	2,332
Bad Check Division		206
Criminal Division		2,126
National Park Service	5	2,725
US Forest Service	8	2,857
Marshal's Office Administration	7	873
Redding Fire Administration		
(Arson Investigations)	4	4
Shasta County Fire		
(Arson Investigations)	2	29
Jail Medical (nurses)	25	n/a
(JALAN access only; NO CLETS)		

Exhibit L

Shasta County Shared Agency Agreement

This Shared Agency Agreement, together with the Professional Services, Purchase and Software License Agreement including its exhibits executed by the Host Agency(collectively, the "License Agreement"), constitute one integrated agreement and is the complete and exclusive statement of Spillman's obligations and responsibilities with regard to the Spillman software licensed hereunder (the "Software"). All capitalized terms used and not otherwise defined herein shall have the definitions given to such terms in the License Agreement.

Section 1: Definitions:

1. 1 Shared Agency - (Shasta County) – A "Shared Agency" is an agency that has purchased the right and license to use the same copy of the Software currently licensed by Spillman to the Host Agency, as set forth in the License Agreement.

1. 2 Host Agency (City of Redding) – The "Host Agency" is a current Spillman licensee and customer that is authorized by Spillman and has agreed to share its use of the Software installed at its facilities with the Shared Agency.

Section 2: License

2. 1 Grant of License. Spillman grants to Shared Agency a non-exclusive, non-transferable license to use the same copy of the Software, its Documentation and other related materials, which are presently licensed to the Host Agency, subject to the terms and conditions set forth in the License Agreement, as well as the terms and conditions specified in this Shared Agency Agreement. Shared Agency agrees to comply with all such terms and conditions.

2. 2 Termination. This Shared Agency Agreement will terminate automatically if and when the License Agreement terminates for any reason. Spillman or the Host Agency may immediately terminate this Shared Agency Agreement and license at any time if the Shared Agency breaches the terms of this Shared Agency Agreement or the License Agreement. The Host Agency may terminate this Shared Agency Agreement at any time, with or without cause, upon ninety (90) days prior written notice to Spillman and the Shared Agency, unless otherwise agreed in writing by the Host Agency.

2. 3 No Assignment. The Shared Agency may not assign or transfer this Shared Agency Agreement to any other entity or agency, including by operation of law, without the prior written consent of the Host Agency and Spillman, which shall not be unreasonably withheld.

Section 3: Scope of Rights

3. 1 Support and Services. Shared Agency understands that, unless otherwise agreed in writing by all parties, all assistance, support and maintenance services for the Software may be obtained by Shared Agency only through the Host Agency. This Shared Agency Agreement does not entitle Shared Agency to any Spillman services beyond the license to use the Software, Source Code, Hardware, and all other parts of the System as defined in section 1.18 of the License Agreement, subject to the terms of the License Agreement.

3. 2 Warranty. The Warranty Period for the Software (as defined in Section 14.1 of the License Agreement) is limited to the remaining time originally granted under the License Agreement.

Accepted and Approved:

Shared Agency: Shasta County

Signature: ____________________

Print Name: ____________________

Title: ____________________

Date: ____________________

Spillman Technologies, Inc.

Signature: ____________________

Print Name: ____________________

Title: ____________________

Date: ____________________

Host Agency: City of Redding

COUNTY OF SHASTA

Date: ____________________

____

David A. Kehoe, Chairman
Board of Supervisors
County of Shasta
State of California

ATTEST:
LAWRENCE G. LEES
Clerk of the Board of Supervisors

By: ____________________
Deputy

Approved as to form:
RUBIN E. CRUSE, JR
County Counsel

By: ____________________ Date: 4/21/17

RISK MANAGEMENT APPROVAL

By: ____________________ Date: 04/21/17
James Johnson
Risk Management Analyst II

INFORMATION TECHNOLOGY

By: ____________________ Date: 4-21-2017
Tom Schreiber
Chief Information Officer

Exhibit M

City of Anderson Shared Agency Agreement

This Shared Agency Agreement, together with the Professional Services, Purchase and Software License Agreement including its exhibits executed by the Host Agency(collectively, the "License Agreement"), constitute one integrated agreement and is the complete and exclusive statement of Spillman's obligations and responsibilities with regard to the Spillman software licensed hereunder (the "Software"). All capitalized terms used and not otherwise defined herein shall have the definitions given to such terms in the License Agreement.

Section 1: Definitions:

1. 1 Shared Agency - (City of Anderson) – A "Shared Agency" is an agency that has purchased the right and license to use the same copy of the Software currently licensed by Spillman to the Host Agency, as set forth in the License Agreement.

1. 2 Host Agency (City of Redding) – The "Host Agency" is a current Spillman licensee and customer that is authorized by Spillman and has agreed to share its use of the Software installed at its facilities with the Shared Agency.

Section 2: License

2. 1 Grant of License. Spillman grants to Shared Agency a non-exclusive, non-transferable license to use the same copy of the Software, its Documentation and other related materials, which are presently licensed to the Host Agency, subject to the terms and conditions set forth in the License Agreement, as well as the terms and conditions specified in this Shared Agency Agreement. Shared Agency agrees to comply with all such terms and conditions.

2. 2 Termination. This Shared Agency Agreement will terminate automatically if and when the License Agreement terminates for any reason. Spillman or the Host Agency may immediately terminate this Shared Agency Agreement and license at any time if the Shared Agency breaches the terms of this Shared Agency Agreement or the License Agreement. The Host Agency may terminate this Shared Agency Agreement at any time, with or without cause, upon ninety (90) days prior written notice to Spillman and the Shared Agency, unless otherwise agreed in writing by the Host Agency.

2. 3 No Assignment. The Shared Agency may not assign or transfer this Shared Agency Agreement to any other entity or agency, including by operation of law, without the prior written consent of the Host Agency and Spillman, which shall not be unreasonably withheld.

Section 3: Scope of Rights

3. 1 Support and Services. Shared Agency understands that, unless otherwise agreed in writing by all parties, all assistance, support and maintenance services for the Software may be obtained by Shared Agency only through the Host Agency. This Shared Agency Agreement does not entitle Shared Agency to any Spillman services beyond the license to use the Software, Source Code, Hardware, and all other parts of the system as defined in section 1.18 of the License Agreement, subject to the terms of the License Agreement.

3. 2 Warranty. The Warranty Period for the Software (as defined in Section 14.1 of the License Agreement) is limited to the remaining time originally granted under the License Agreement.

Accepted and Approved:

Shared Agency: City of Anderson

Signature: ____________________

Print Name: Baron Browning

Title: Mayor

Date: 4/25/17

Spillman Technologies, Inc.

Signature: ____________________

Print Name: ____________________

Title: ____________________

Date: ____________________

Host Agency: City of Redding

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