

**REQUEST FOR PROPOSAL (RFP)**  
**Competitive Proposal**

**The Columbia River Inter-Tribal Fish Commission**



**Professional Services: Computer Aided Dispatch  
(CAD) and Records Management System (RMS)**

**Contractors Invited:** All licensed and qualified Contractors

**Primary RFP Contact:** Sara K. Pennington at [rfq@critfc.org](mailto:rfq@critfc.org)

**Project Team Members:** Russell Spino, CRITPD Captain; Mitch Hicks, CRITPD Chief;  
Ryan Russelli, IT Specialist; Brent Campbell, Systems Administrator

**Proposal Submission Deadline:** March 15, 2023

**Tentative Award Selection:** 15 business days after submission deadline.

**Project Initiation:** Commences upon completion of signed contracts by all involved parties.

## **PART I – BACKGROUND**

The Columbia River Inter-Tribal Fish Commission (CRITFC), established in 1977, is composed of four sovereign tribal governments: The Confederated Tribes of the Umatilla Indian Reservation (CTUIR, Pendleton, OR), the Confederated Tribes of the Warm Springs Reservation of Oregon (CTWSRO, Warm Springs, OR), Nez Perce Tribe (NPT, Lapwai, ID), and the Confederated Tribes and Bands of the Yakama Indian Nation (YN, Toppenish, WA). The CRITFC mission is to ensure a unified voice in the overall management of the fishery resources, and as managers, to protect reserved treaty rights through the exercise of the inherent sovereign powers of the tribes. The organization conducts business through a single decision-making body known as the “Commission”, which is comprised of Fish and Wildlife representatives from each member-tribe. The Commission operates and establishes policy through a consensus of those elected representatives, with each member-tribe having a single vote. The tribes’ authority for action includes, but is not limited to, reserved treaty rights in the Columbia Basin, the Pacific Salmon Treaty, statutes, case law, and other legal precedent. Additional information on CRITFC can be located on the website [www.critfc.org](http://www.critfc.org).

The Columbia River Inter-Tribal Police Department (CRITPD) is the law enforcement arm of CRITFC. CRITPD’s primary mission is to provide law enforcement services as a component of the tribes’ rights to self-governance and self-regulation. The enforcement team protects the fishery resource and the tribal members exercising their treaty rights. CRITPD consists of patrol officers, dispatchers, victim advocate, and administrative personnel. CRITPD officers’ duties are similar to those of other conservation officers. Officers inspect catch, gear, identifications, and fishing sites. This can range from a simple contact to a full investigation using high-tech surveillance equipment. Officers provide general assistance on the Columbia River to anyone during times of need, including search and rescue during severe weather conditions or emergency situations. Officers and dispatchers provide police services to the 31 tribal fishing sites, other tribal lands along the Columbia River, and patrol the Columbia River between Bonneville and McNary dams, a 150-mile stretch of known as the Zone 6 fishing area.

## **PART II – PROJECT OVERVIEW**

CRITPD officers and dispatchers work within a complex jurisdictional matrix and provide the above-mentioned services over a large geographical area. The dispatch center is a secondary PSAP and does not dispatch for fire and EMT. Providing public safety services to the community they serve, under these circumstances requires reliable equipment, software and technology that is user-friendly. CRITPD’s current Computer Aided Dispatch (CAD) and Records Management System (RMS) has not kept pace with the growing needs of the department.

The current CAD/RMS functionality, operational capabilities and support are no longer able to meet the needs of CRITPD. CRITPD desires to acquire a public safety software system for replacing its current CAD/RMS. A new CAD/RMS will ensure reliability, improve response time, and enhance capabilities of the dispatch center and the police department. To that end, procurement and implementation of a CAD/RMS that meets the needs of the department and provides an integrated solution from a single Contractor is imperative. Such a solution would include:

- CAD
- RMS
- Analytics
- Cloud Services
- Appropriate System Security
- Appropriate System Admin Configuration Capabilities
- Appropriate Support turnkey services
  - Including training
  - Data migration from current CAD/RMS to new system

CRITFC is soliciting pricing from a company who can provide an integrated solution that uses CAD and RMS to capture statistical data, measures performance accurately, is technologically progressive, and is able to better equip our dispatchers and officers with the tools they need to provide top-notch public safety service to the community we serve.

### **PART III – SCOPE OF SERVICES**

#### **Application Software Systems**

CRITFC expects the Contractor to provide all the software necessary for a fully functioning and fully integrated system at the time of implementation completion. Contractors are responsible for providing a system with sufficient capacity and performance capabilities to support the department.

All proposed software versions must be available and operational in a live environment on or before the proposal deadline. The module version for each module proposed must be identified within the Contractor's response. No mid-implementation upgrades will be considered or allowed by CRITFC during this project, nor is CRITFC interested in any software currently in beta testing.

The following paragraphs describe the systems that are expected to be included in the Contractor's solution:

**Computer Aided Dispatch (CAD)-** CRITPD desires a reliable Police CAD application that is integrated with other applications and meets the functional and performance requirements identified in this RFP. The CAD solution should incorporate real-time location information to facilitate closest unit dispatching and other geography-based functionality, be capable of incorporating Next-Generation standards as they are released, and support identified interfaces. Additionally, the CAD configuration must address system redundancy factors, and incorporate backup, failover, and recovery solutions.

**Records Management System (RMS)-** CRITPD desires a law enforcement Records Management System that can provide a broad range of functionality including the management of master records and tracking of accidents, arrests, citations, field

interviews, property and evidence, digital media, permits, and other key data to support reporting requirements of UCR/NIBRS. The RMS should offer user-specific dashboards that can provide tailored information at a glance to support managerial and operational decision and incorporate geographic information for situational awareness and crime analysis. The system should also include flags and alerts based on agency defined thresholds to support proactive decision making.

**Mobile Computing (Mobile)-** CRITPD desires a Mobile solution with real-time mapping, a user-friendly application interface and the ability to query interfaced applications. The Mobile application must be fully integrated with CAD and RMS to ensure a seamless transition from incident management to case reporting. It must be adaptable and support unique configurations for Police environments, and must support all necessary peripherals, including citation printers, magnetic stripe readers, bar code readers and other hardware that can facilitate field operations. CRITPD desires to use the Mobile application on laptops, smartphones, and tablets to support maximum mobility.

### Interfaces

In addition to the integration of proposed system components, the Contractor will be responsible for providing interfaces to CRITFC and external systems described in this section and as laid out in “PART IV – SYSTEM REQUIREMENTS” of this document.

LEDS/NCIC The Oregon Law Enforcement Data System (LEDS)/National Crime Information Center (NCIC) offers law enforcement and criminal justice agencies within the state secure 24x7 access to state and interstate criminal history record information, Oregon Department of Motor vehicles (DMV) and other critical criminal justice information. CRITPD requires a bidirectional interface with LEDS/NCIC to support various levels of interaction based on the application in use. Within the CAD application, users should be able to run LEDS/NCIC queries from the command line or from a query mask. Users should be able to copy and paste information from LEDS/NCIC into an active or closed CAD event, as well as attach “hits” to the call for service record and send this information to an officer’s mobile application. In the mobile environment, users should be able to LEDS/NCIC, with data returns available to populate reports, and other forms.

Within the RMS, users should be able to query LEDS/NCIC, as well as add, modify, and remove data in all data fields supported by the state. The interface should provide the option to update the RMS with agency defined information returned from a LEDS/NCIC inquiry.

The interface should support agency defined automatic queries based on the transaction performed (e.g., run plates upon entry of a traffic stop) and provide CRITPD with the option to disable such automatic actions. In addition, the interface should enable the user to make simultaneous queries. For example, when a vehicle is run in the LEDS/NCIC, the registered owner of the vehicle is also queried in the CAD.

CRITFC operates in a hybrid active directory and Azure AD environment. It is preferable for the

Contractor to offer a SSO (single sign on) platform that integrates with AD/Azure AD. Also, any email features within CAD will need to be able to accommodate and function together with O365. CAD shall be compatible with Sentinel One antivirus, as well as other standard enterprise antivirus systems (allowing for future change). CAD shall be compatible with NetMotion VPN.

#### Infrastructure and System Software

The Contractor will supply all necessary server hardware and system software to ensure that the application software provided by the Contractor will perform at its optimum capabilities for CRITPD users. The CRITPD will provide all workstation hardware but expects the Contractor to provide minimum specifications necessary for optimal application software performance. The desired Information Technology enterprise architecture, infrastructure, hardware, and software standards for CRITPD are an i5, 16gb RAM, 512gb SSD, integrated intel graphics and/or i7/i9s, 32-64gb RAM, and 1tb+ SSDs, and dedicated dual GPUs. The CRITFC uses the Windows 10 operating system with transition to Windows 11 soon. The desired system will need to be adaptable to ongoing advancements in technology. The CRITPD use Dell desktops & Panasonic and GeTac laptops, Android and iOS devices.

#### Implementation and Support

The Contractor, with appropriate involvement from CRITFC employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training, and construction of interfaces. The Contractor will provide multiple options for migration of data, from current CAD/RMS to the proposed system.

#### Project Management

The Contractor will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, data migration, configuration management, quality assurance, test planning and execution, training plan, implementation methodology, post-implementation support and documentation. The Contractor should present a comprehensive project plan showing time and resources required to accomplish tasks. CRITFC expects the Contractor to provide project management resources leading to the successful deployment of the system. The Contractor's Project Manager, along with CRITFC's Project Manager(s), will be responsible for coordinating the following:

- Project plan development and implementation, project status reporting
- Subcontractor work
- All technical, educational, documentation and support services

#### Support and Maintenance

CRITFC expects that a five-year maintenance and support agreement will be offered and shall include the following:

- Access to a 24/7/365 online knowledge portal for current product support.
- 24/7/365 support is included and provided, post implementation, for any user within the agency.

- 24/7/365 email and phone support, post implementation, are included.
- Dedicated account management support included and provided post-implementation.

### Training

CRITFC recognizes that the involvement, understanding and commitment of employees are essential to the successful implementation of the proposed system. To that end, CRITFC employees will assist in key process design and configuration decisions.

The Contractor is expected to provide the following types of training programs:

- Documentation is provided for product updates.
- Ongoing product and training documentation is provided by the Contractor after the system goes live.
- Product and training documentation is provided by the Contractor during the implementation process.
- The system's training environment resembles the production system environment including attributes (drop-down menus, pick lists, etc.), data entry forms, address validation procedures, etc.

### Warranty

The entire System solution as proposed in this RFP should include a first-year warranty for proposer-supplied hardware and software for a minimum of twelve (12) months after the formal Final System Acceptance date. Final System Acceptance will not occur until the system has performed for 90 consecutive days in a live production environment without any significant errors. The warranty should include all software updates, enhancements, and refinements, as well as all professional services and interfaces. The warranty should conform to contractually agreed specifications and protect against any defects or damage caused by Manufacturers, Proposers, or proposed subcontractors, in the System's equipment or software.

Additionally, the Contractor will warrant its responses to the functional requirements included in this RFP and any other element of this RFP and will agree to attach its RFP response to any Contract reached with CRITFC.

If the Contractor is unable to perform under these guidelines, then a separate provider of CRITFC's choice will be used and the repair costs passed on to the Contractor.

## **PART IV – SYSTEM REQUIREMENTS**

This section delineates the specific requested systems functions as they pertain to CAD, RMS, Analytics, System Security, and System Admin Configuration.

\*\*\*CAD\*\*\*

- **General features/Functionality**

- CAD provides ability to date, and time stamp all system transactions.
- CAD offers a single, master time stamp for all application components.
- CAD will capture every time stamp associated with each unit's response and status change related to the incident.
- CAD will automatically account for Daylight Savings Time and any required parameter changes to Daylight Savings.
- CAD has ability to automatically adjust number sequencing for new calendar years.
- CAD allows combined call-taking and/or dispatch functionality.
- ***CAD allows for CAD Event creation from non-dispatched (e.g., Telephone Response Unit/TRU) events.***
- CAD supports Dispatch user to interrupt the CFS event creation process and save entered information, sometimes known as call stacking, to process a higher priority incoming incident.
- CAD allows for event/resource management activities via command line or via mouse (point/click.)
- CAD will display premise warnings, cautions/hazards, or alerts on the location of the incident.
- CAD will display premise warnings, cautions/hazards, or alerts on the reporting party's phone number.
- CAD allows for separate queues for assigned events and unassigned events.
- CAD allows several events to be placed on hold for a single unit.
- CAD allows users to save window configuration to their profile for future use without re-configuring each time.
- CAD will validate all streets, intersections and address ranges and resolve ambiguities, while accounting for spelling variations and duplications.
- CAD does not limit the ability of the dispatcher to assign another unit to the incident or for field units to self-dispatch (assign) themselves to an event that has been placed on hold.
- CAD will provide the capability to create an event, assign a unit, and close the event with a disposition without going through the dispatch process steps.
- CAD will allow a CAD event to be closed or placed back in pending if no remaining resources are assigned to the event.
- CAD will provide the ability to enter a premises location by full address detail, cross street or latitude/longitude, and commonplace name.
- CAD supports each address or commonplace name to have an unlimited number of alias names.
- CAD supports view of other units including status, personnel, event type, and location.
- CAD supports view of other dispatched events including priority, location, event number, dispatch area, stacked minutes, event type, and assigned units.
- CAD supports view of pending events including priority, location, event number,

- dispatch area, stacked minutes and event type.
- CAD Premise Hazard and Previous History file will be capable of storing information/situational awareness/cautions for first responders.
  - CAD system will include a remarks field for user-defined text and characters (including the ID of those who request report numbers, transportation data including purpose, arrival, and date/time, etc.).
  - CAD provides ability for dispatcher to configure windows/queue to accommodate different positions and sizes on the screen.
  - CAD provides queues to organize event information, e.g., Assigned Queue, Unassigned Queue, Unit Queue, etc.
  - CAD provides rolodex and ready reference functionality.
  - CAD includes timers for held CFS events and alerts the dispatcher when a held event has exceeded the allowable time in a held status.
  - CAD will enable a user to enter supplemental (new) information into the call for service event record.
  - CAD will provide the ability to enter a partial street name, with a minimum number of characters, and be presented with a list of possible matches to pick from for an exact match.
  - CAD system will provide function key access for frequently used screens and functions (Traffic Stops, Unit Indicated Incidents, New Call Screens, etc.), which can be set by the agency.
  - CAD will allow the user the ability to create a new CFS event and link the event to the primary event record; or, to merge any new information contained in a duplicate event into the main event record associated with the identified duplicate CAD event.
  - CAD will allow narrative fields for additional information.
  - CAD supports real-time, in-app message creation and forwarding.
  - CAD supports visual and/or audio indicator of new and/or urgent messages.
  - CAD provides access to map view of units and events.
  - **CAD provides ability to toggle Google Maps within the CAD.**
  - CAD provides ability to zoom in on map for more detail (e.g., street names, street numbers, location names, etc.)
  - CAD will import a CFS generated on a remote workstation and mobile devices.
  - CAD provides integrated automatic vehicle/resource location functionality which provides detailed, accurate, real-time vehicle/resource tracking.
  - CAD provides visual location of units requesting backup or emergency status.
  - CAD supports ability to follow GPS enabled unit on map.
  - CAD will provide the ability to enter common street alias and abbreviations instead of the actual street name.
  - CAD supports map filter view of assigned and unassigned events.
  - CAD supports map filter view of preconfigured boundaries (beats, zones, reporting districts, etc.)
  - CAD Dispatch/Call-taker users can create a CFS with minimum required fields (e.g., location and event type).

- CAD users can update the actual incident type while still keeping a record of the initial/reported incident type.
  - CAD users can utilize plain language throughout all fields in the system to select or be directed to the appropriate selection and not have to select codes or other non-textual identifiers.
  - CAD will identify during the creation of a CFS event whether the event is a potential duplicate of an active CAD event or an event recently closed; and notify the call taker of the results (noting that closed CFS will not be presented as duplicates).
  - CAD will enable CAD users to select the appropriate incident/event type from a pre-defined list of codes based upon information received from reporting party.
  - CAD will allow entry of scheduled recurring events.
  - CAD includes timers for held CFS events and alerts the dispatcher when a held event has exceeded the allowable time in a held status.
  - CAD will allow the user to display a data entry screen to change information previously entered into a CAD event by specifying either the event number or a unit assigned to the event (noting that this functionality would not apply to closed CAD events/units).
  - CAD supports ability to store multiple names for businesses and/or tenants for a given location/street address.
  - CAD will allow the user to update or change a unit's most recent event by entering the unit's identification or any unit that is currently assigned.
  - CAD will allow the user to utilize incident screening menus, such as a drop-down menu, to assist in determining the appropriate incident/event type code.
  - CAD will allow for rotation of towing companies or other 3rd party service providers (Judges, Phlebotomists, etc.).
  - CAD will trigger the next provider in the rotation, when selected by rotation and upon creation of the record
  - CAD supports users with the following information for each potential duplicate event if potential duplicates are located: Distance between events/incidents, Event/Incident creation time, Event Number (Incident ID), and CFS.
  - CAD will bring positive responses (e.g., possible "hits") that require a review by the originator to the attention of the originator through the use of audible and visual indicators.
  - CAD users can enter unlimited text into the narrative of a CFS.
  - CAD allows for printing of records in .pdf format.
- **Command Line Functionality**
    - CAD has a HELP function/menu that allows users to see all available commands and any associated administrator created HELP text.
    - CAD will allow for multiple data entry and function access, including: (e.g., right mouse click, map dispatching and function keys).
    - CAD provides the ability for one command to close a call and simultaneously release all units on the call.

- CAD provides the ability for one command to simultaneously disposition and close a call.
  - CAD provides users with helpful command "hints" or help when using the command line.
  - CAD supports location verification within command line.
  - CAD supports non-linear commands.
  - CAD supports real-time syntax suggestions on entry.
- **CAD - First Responder**
    - CAD mobile functionality is device agnostic/neutral - available for MDCs/MDTs, laptops, tablets, and smart phones.
    - CAD mobile provides real-time, situational awareness for first responder from previous events involving reporting party, address, vehicle and/or phone number.
    - CAD mobile allows the user to mobile unit to enter one or more dispositions, as dictated by agency policy, when a CAD mobile event is closed.
    - CAD mobile allows the user to mobile unit to enter additional notes or comments when selecting a disposition(s).
    - CAD mobile will alert units via MDT/MDC and handheld devices and tablets.
    - CAD mobile supports prominent alerts for new information.
    - CAD mobile supports acknowledgement of incoming assignment.
    - CAD mobile supports automatic status updates.
    - CAD mobile supports officer event self-assignment.
    - CAD mobile supports officer event self-initiation.
    - CAD mobile supports officer self-initiated status updates.
    - CAD mobile supports RMS report generation from CAD mobile without leaving user application.
    - CAD mobile automatically transfers the incident data to the RMS.
    - CAD mobile provides various suggestions to assist users in selecting accurate incident locations.
    - CAD mobile supports ease of entry for supplemental event information and changes to existing event information.
    - CAD mobile allows multiple users, including MDC/MDT-equipped field resources, the ability to simultaneously update information to the CFS event.
    - CAD mobile will coordinate the assignment of RMS incident/case numbers through a list maintained in CAD mobile system.
    - CAD mobile provides the ability to change a unit's location from the primary address to a secondary address without clearing the unit from the incident or CAD mobile record.
    - CAD mobile allows the user to turn off and on any audible alerts associated with incoming dispatches, or data inquiry responses.
    - CAD mobile must operate in a "multiple window" environment to support concurrent functions with true "multi-tasking" (e.g., processing a license inquiry in its own "window" while working on a field report in another "window".)

- CAD mobile supports ability to accept input from multiple inputs: touch screen, mouse and keyboard.
- CAD mobile application provides two separate visual indicators if a displayed call has: a) premise history and/or b) premise information. The user has the ability to view either one or both as separate returns.
- CAD mobile supports ability to share incident information across multiple linked records.
- **CAD System Administration**
  - Multiple, agency-determined, CAD System Administrators may be set up within CAD.
  - CAD System Administrator allows for agency to use its Legacy CAD system's command line commands.
  - CAD System Administrator enables ability to add/edit/delete commands within in the system without involvement.
  - CAD System Administrators can configure/reconfigure command line commands and shortcut keys.
  - CAD System Administrator supports ability to define disposition codes.
  - CAD System Administrator provides ability for agency to configure and save a department CAD workspace template.
  - CAD System Administrator will allow for administrator-defined CAD incident types or nature codes.
  - CAD provides an audit database that contains all system transactions such as logon identification (e.g., user ID and workstation ID), date and time stamp, transaction type, and contents after the transaction is completed.
  - CAD will add audit records to the event history or store audit records in CAD system's audit log file.
  - CAD will document all changes and supplemental information in the event history.
  - CAD provides access to all reports to the user, subject to permissions, from within CAD.
  - CAD will create a permanent audit trail for all information recorded related to an event or event history.
  - CAD System Administration ability to run status command (to view/monitor different dispatch groups).
  - CAD System Administrators can create and maintain agency-determined, system users, including their unique user ID, password, contact information, and profile.
  - CAD System Administrators are able to define individual user access privileges and assign them to security groups.
  - CAD System Administrative capability to configure safeguards to ensure that only authorized devices and users are allowed access to the CAD system and stored information.
  - CAD System Administrators have ability to establish security profiles for individual users or user groups based on personnel classifications (e.g., call-taker,

dispatcher, system administrator, supervisor.)

- CAD System Administrative ability to prohibit deletion of any data entered into a CFS event.
  - CAD System Administrators can configure the type of dispositions, priorities, and other CFS event related parameters of the CAD system.
  - CAD System Administrators can enter and modify dispatch policies that specify the type of resources that are dispatched to specific incident types.
  - CAD System Administrators have ability to lock down customizations of configurations.
  - CAD System Administrators can modify agency and user specific workflows and define rules within the system administration settings.
  - CAD supports authorized system administrators to modify CAD configuration parameters without assistance.
  - CAD includes functionality for interactive, menu-driven, GUI-based tool that allows authorized administrators to easily update and modify parameters.
  - CAD includes functionality for table driven and directly modifiable functionality by authorized system administrators.
  - CAD provides the ability to “lock out” a user after a system administrator defined number of failed attempted logons.
  - CAD provides transaction level security that enables certain users to access specific transaction types.
  - CAD provides a transaction audit database that contains all system transactions and that includes the logon identification (e.g., user ID and workstation ID), date and timestamp, transaction type, contents before ID, and contents after the transaction completes.
- **Geofile (CAD)**
    - CAD auto-validates all locations entered into or processed by the CAD, against the CAD's geofile, with the option to disable auto-validate function.
    - CAD provides an interactive, GUI-based address matching tool for assisting users to determine the location of incidents that do not have an exact geofile match for their initially entered location.
    - CAD provides capability of determining X/Y/Z coordinate values that represent the location of incidents whose locations have been validated.
    - CAD supports coordinate-based operations in X, Y format.
    - CAD supports coordinate-based operations in Lat/Long format.
    - CAD will be capable of importing geographic boundary information (e.g., station boundaries, jurisdictional boundaries, reporting districts, response zones, neighborhoods, precincts) from GIS and other geographic data sources.
    - CAD will be capable of importing topologically structured street networks and other linear features (e.g., rivers, streams, utility right of ways, bus routes) from GIS and other geographic data sources.
    - CAD will be capable of importing point data (e.g., landmarks, parcel address points, business locations, retail store address points, etc.) from GIS and other

geographic data sources.

- CAD will be capable of importing other types of geographic data (e.g., park boundaries, rectified aerial photography, trailer parks, apartment complexes) from GIS and other geographic data sources.
- CAD will support parcel-level GIS information and use this information for address/location validation.
- CAD supports multiple layers of information; for example, the storage of building footprints, aerial photographs, and other images (e.g., pictures of specific buildings) that are associated with specific areas and addresses.
- CAD will maintain the CAD system's Geofile while the system is live and operational.
- CAD supports ESRI based map integration with agency user capability to update layers, shape files on demand.
- CAD will validate the location of a new CAD event against the system's Geofile to verify the location is within the service area handled by the appropriate station/district.
- CAD users can manually enter/assign the appropriate service agencies and response areas to CFS if the event's location cannot be validated against the system's Geofile or if the validation process results in the assignment of an improper service agency or response area.

- **System Functions**

Notifications:

- The CAD will enable the system administrator to define the rules for automatic CFS event notifications.
- The CAD will provide the ability to capture, maintain or interface to specific premises information types for operators. (e.g., Hazard Materials, Handicap, Warrants, Unit Safety, Dangerous Animals, Sex Offenders, etc.)
- The CAD will provide the ability for supervisors to delete premise information for a given address or location based on expiration date and/or time of record, with prompted review prior to deletion.
- The CAD allows dispatch premise information to expire automatically at a pre-defined interval of time but remain available for supervisory review (without being deleted).
- The CAD will provide the ability to automatically embed premises information into the event history at the time the event is created.
- The CAD will provide (or interface to) a "cautions" file to contain information pertaining to dangerous individuals possibly residing at that location or near proximity, and exceptional persons at the location, such as an emotionally disturbed person.
- The CAD will provide short messaging from one CAD workstation to another.
- The CAD will include the ability to create message groups, whether they are dispatch workstations, mobile computers, groups within the PSAP, or other communications devices.

- The CAD will enable the system administrator to disable this function if desired on an agency basis.
  - The CAD will log all messages.
  - The CAD will provide the ability for a CAD supervisor, or another dispatcher with appropriate system permissions, to observe the activity of a given dispatcher including the pending events queue, active events, available units list, and map.
  - The CAD will enable a supervisor, or another dispatcher with appropriate system permissions, to co-dispatch the units under the control of another dispatcher.
  - The CAD will support a CAD testing/training environment that mirrors the functionality of the CAD live environment.
  - The CAD testing/training will be able to be used, operated, started up, shut down, and updated to match the live application without affecting the live environment.
  - The CAD testing/training will include all tables and administrative configurations and allows for call takers and dispatchers to train on specific services and on pre-configured geographic areas identical to that of the live environment.
  - The CAD testing/training will be able to be used to test modifications and updates to the live CAD application prior to implementing the modifications and updates in the live environment.
- **CAD - Search Functionality**
    - CAD provides a robust Advanced Search module where users can search using “Fuzzy Matching.” Fuzzy Matching allows for a broader range of results that are approximate to the search term and not an exact match. For example, search 123 Main Street with Fuzzy Match will also look for 213,321,312.... Main Street, increasing the likelihood of finding the required information.
    - CAD supports searching for multiple fields at the same time.
    - CAD enables users to conduct free-text searches of report narratives, including draft or incomplete reports.
    - CAD supports a global search function which allows users to enter key words, key words or phrases within narratives, partial words, partial records information (e.g., partial license plate, etc.)
    - CAD supports search functionality for records and events by CFS type, by user/officer and time/date range from a list of pre-defined ranges or they may enter their own custom range.
    - Users can search for, and within, reports which are not yet complete or not yet approved so that such draft reports are searchable.
- **CAD Interface/Integration Functionality**
    - CAD has ability to integrate with, send, receive, and display data queries with local/state/federal databases, e.g., NCIC, courts, DMV, etc.
    - CAD has ability to integrate, accept and display data from third-party GPS/AVL data providers.
    - CAD has ability to integrate with third-party personnel scheduling platforms.

### \*\*\*RMS\*\*\*

- **Reporting**

- RMS supports ability to populate all reports and forms with data from the master indices.
- RMS supports ability to validate information in the field reporting application according to parameters established in the RMS (e.g., master indices.)
- RMS supports master name data to include associates, gang associations, weapons, etc. and configure drop-down menus.
- RMS supports customizable incident reporting and master name data information entry points such as, additional field for personal identifying numbers (e.g., tribal enrollment number).
- RMS supports ability to override any information imported from the RMS into the report writing application.
- RMS supports ability to provide a calendar date select (e.g., to enter a date, user opens a calendar and clicks on the appropriate date) when entering dates in the report writing application.
- RMS provides records expungement and sealing process consistent with state law.
- RMS supports ability to correct reports after supervisor approval: spelling, grammar, UCR & NIBRS code corrections.
- RMS provides in-app, basic word processing functionality to include spell-check, bold text, bullets, and font adjustments.
- RMS allows for MS Word documents, created outside of the RMS, to be pasted into the RMS and maintain the MS Word-formatted text.
- RMS attachments of media files and documents allow for descriptive metadata to be inputted & searchable.
- RMS provides easy-to-read reporting on system user activity including timestamps.
- RMS launches additional queries from a record or list of records (drill down). For example, a search on a person's name in RMS would return multiple possible matches with each name offering a hyperlink to additional information.
- RMS provides a mechanism that helps reduce possibility of officers/users in adding new MNIs to the system.
- RMS supports single and secondary approval process.
- RMS supports Supervisor review of incomplete reports in progress from assigned personnel/officers.
- RMS provides an option to search for CAD events which require a report.
- RMS includes a tool to electronically redact text from records.
- RMS supports ability to create pick lists/drop-down menus, edit pick lists in existing reports, forms, or modules on the fly; fields must be able to capture data for analytical use.
- RMS enables users to switch from writing a report to searching the system without having to log out or switch applications/systems.
- RMS supports ability to delete reports entirely with proper security rights.

- RMS provides ability to perform arrest report from within incident report module; add appropriate fields into incident report when arrest is selected.
  - RMS supports ability to capture LEOKA data.
  - RMS supports instant NIBRS validation at the field level while a user/officer is entering their report data.
  - RMS search functionality supports ability to query narrative field for incidents, field interviews or any module that contains free-form text.
  - RMS supports ability to generate a supplement prior to incident report creation; suggest user join reports after; review & reassign.
  - RMS supports a day/night mode.
  - RMS provides unlimited storage, without storage additional costs.
  - RMS supports ability for users to flag persons & vehicles of interest for further action e.g., when queried via RMS (or CAD) trigger a mandatory Field Interview or require user to contact user who placed the flag for further direction.
  - System administrator can configure report narrative templates that prompt officers to enter report-required information in the narrative.
- **RMS - Supplemental Reports**
    - RMS ability to start a supplemental report before the original incident report has been started.
    - RMS ability to add a supplemental report after the initial case report has been submitted and approved.
    - RMS ability when writing a supplemental report to view the original incident report.
    - RMS ability to permit users to complete supplemental reports regardless of the status of the original report.
    - RMS ability for multiple officers to simultaneously create and add supplemental reports regarding the same event.
    - RMS ability to link supplemental reports to the original report.
    - RMS supports ability for to configure existing fields and/or add fields as needed by the agency to be consistent with past practice based on legacy RMS data capture capabilities, or to enhance the capabilities from the prior system.
- **RMS - Task Management**
    - Allow users to assign other users tasks, e.g., perform follow-up, contact victim(s), etc., trigger in-app and email alert(s) to assigned user.
- **RMS - Case Management**
    - **General Case Management**
      - Case Management ability to add investigators to cases at any time regardless of report status; remove or add multiple investigators.
      - Case Management ability to create tasks.
      - Case Management ability for users to electronically send reports to an investigator supervisor.

- Case Management ability for reports to be automatically sent to an investigator supervisor based on built-in Agency business logic (e.g., crime type.)
  - Case Management ability for case management system to link all associated reports (e.g., case report, supplemental reports, investigation reports.)
  - Case Management ability to notify an agency-defined user when a supplemental report is added to an assigned case.
  - Case Management ability to manually link multiple reports (e.g., single CAD incident results in multiple incident reports; each incident report is linked.)
  - Case Management ability to provide narrative fields associated with each case.
  - Case Management ability to provide an audit trail of case file access.
  - Case Management ability to categorize case types (i.e., Crimes Against People, Crimes Against Property.)
  - Case Management ability for all case activities to note user making entry into the system.
  - Case Management ability to support a working case file.
  - Case Management ability to temporarily attach files to the working case file.
  - Case Management ability to delete files from the working case file.
  - Case Management ability to save select contents of working file as final case file.
  - Case Management ability for an investigator to place an alert on any master index data element (e.g., person, location, vehicle.)
  - Case Management ability for investigation assignment alerts to have an associated expiration date.
  - Case Management ability to create an alert to determine when additional action is due (e.g., supplement report is due within 30 days of assignment.)
  - Case Management ability to provide dedicated fields to track case disposition.
  - Case Management ability to systematically inform Property and Evidence of agency-defined changes to evidence dispositions.
  - Case Management ability to link external links/URLS (e.g., YouTube, social media sites)
  - Case Management ability to seal cases per court order.
  - Case Management ability to track workload activity of each specialty unit.
- **Case Management Investigation Assignment**
    - Case Management ability to display unassigned cases.
    - Case Management ability for investigations supervisors to review unassigned cases (e.g., read the reports.)
    - Case Management ability to associate multiple reports based on single case number or multiple case numbers.
    - Case Management ability for the system to indicate if additional associated reports (e.g., supplements) are pending (e.g., not yet approved, not yet submitted) for a case.
    - Case Management ability for associated reports to be sent to the assigned investigator (in the event the original report has been assigned for investigations.)

- Case Management ability to classify a case sent to multiple investigators for assignment or informational purposes.
- Case Management ability for an investigator supervisor to electronically assign case responsibility to an officer.
- Case Management ability to assign multiple investigators to a case.
- Case Management ability to distinguish roles for investigators (e.g., primary, secondary.)
- Case Management ability to assign review dates with an investigation assignment (e.g., upon assignment, investigator has ten days to contact complainant.)
- Case Management ability for agency to set automatic alerts to appropriate investigator for pending expiration of assigned review dates (e.g., within X hours of review date, investigator is notified of their required activity.)
- Case Management ability to query case activity based on expired activities or activities scheduled to expire within a date range.
- Case Management ability for investigators to receive electronic notification that they have been assigned a case.
- Case Management ability for investigator supervisors to reassign cases to different investigators, or units.

### **Case Monitoring**

- Case Management ability to track agency-defined case management activities.
- Case Management ability for investigator supervisor to monitor investigators' workloads.
- Case Management ability for investigator supervisor to view activities/investigator notes regarding a specific case.

### **RMS - Property & Evidence**

- RMS Property and Evidence module must be fully integrated with property information entered on initial offense, supplemental, arrest and other reports, as well as with other RMS and data entry modules that contain or track property information.
- All property and evidence entered into the RMS must only be entered once and carried through to all other RMS modules that utilize the information (including RMS Property and Evidence module.)
- Property information entered within other RMS modules (e.g., Offense and Supplemental Reports, Arrest, Field Reporting, etc.) must flow seamlessly to appropriate fields within RMS Property and Evidence module without requiring the re-entry of any information.
- RMS Property and Evidence module allows for the entry and submission of articles prior to report approval or closure.
- RMS Property and Evidence module allows multiple personnel to enter articles concurrently from different workstations (both networked and mobile.)
- Property information entered within RMS Property and Evidence module must

flow seamlessly to appropriate fields within other RMS modules (e.g., Offense and Supplemental Reports, Arrest reports, etc.) without requiring the re-entry of any information.

- RMS must provide data entry screens that allow the user to enter vehicle information for vessels, cars, motorcycles. For each vehicle, the system must capture the identifying information appropriate for the vehicle type (e.g., vessels, cars, motorcycles), the reason for impound, the impound location, and link the vehicle information to the appropriate event.
- RMS Property and Evidence provides ability for a user to indicate the type of processing requested (e.g., DNA, ballistics testing, fingerprinting.)
- RMS Property and Evidence module enables a user to request evidence lab processing upon submitting evidence.
- RMS includes safeguards to ensure that procedures and laws governing the release, sale, or destruction of property are followed.
- RMS supports automated messaging for specific property/evidence-related events that require notification (for release, destruction, adjudication.)
- RMS Property and Evidence module provides a means to store digital images of the item prior to the disposition.
- RMS Property and Evidence module must store, display, and enable the editing of information pertaining to property and evidence items including, at a minimum: date, time, location of the property event; officer(s) involved; description of the property; the quantity and value (estimated or known) of the property; serial numbers and other identification information (including owner-applied numbers); associated case numbers and case offense/crime type; item number; owner's name and contact information; release to owner date; property type and category or article codes; number of days held; destruction/disposal date; brand names; manufacturer; models; and colors.
- RMS Property and Evidence module must support the capture, storage, and display of a (practically) unlimited number of photographs/images of property items.
- RMS Property and Evidence module must be able to track and provide data entry fields for all of RMS Property and Evidence data elements tracked by NCIC, CIBRS and NIBRS.
- RMS Property and Evidence module must support the association of a single property item to multiple cases and reports.
- RMS System Administrators must be able to modify the validation codes used to validate property items entered into RMS Property and Evidence module without requiring any assistance from the RMS.
- RMS System Administrators must be able to modify the NCIC, NIBRS, and CIBRS code tables as needed to add specific property types and link them to the correct NCIC, NIBRS, and CIBRS code.
- RMS Property and Evidence module must be able to use bar coding technologies to identify and track property and evidence items maintained in the RMS.
- RMS Property and Evidence module must support portable bar code readers that

enable wireless remote capture, identification, and storage of bar code information where property and evidence is stored.

- RMS Property and Evidence module must support the scanning of a storage location in order to automatically enter the property item's location.
- Authorized RMS users (e.g., officers) completing initial offense, supplemental, arrest and other RMS reports that contain property must be able to print property tags/barcodes directly from their reports and affix the tags to the entered property items prior to their storage in a property room.
- Authorized RMS users (e.g., property room custodians and clerks) checking property items into a property room must be able to print and affix property tags/barcodes to the checked-in property items prior to their storage in the property room.
- RMS Property and Evidence module must automatically fill in previously entered information that is known to the RMS but allow authorized RMS users to update any previously entered information. For example, it must not be necessary to indicate the person completing the last transaction if the RMS already knows the name and ID of the person completing the transaction.
- RMS users must be able to query RMS Property and Evidence module database by case number, bar code ID, item ID, invoice number, current disposition, next action type, next action date, partial and full serial number, partial and full owner applied number, all master indices, officer involved, property description, date and time range, and various combinations of all of these search criteria.
- RMS users must be able to determine the property room status and location of property items associated with a case directly from the various reports comprising the case.
- RMS users must be able to determine the property room status and location of property items associated with a case directly from query results listing reports and cases that have property that was entered into a Property and Evidence module database.
- RMS Property and Evidence module must be able to alert appropriate RMS users and groups of users prior to the time that the statute of limitations is exceeded for disposal of the property.
- RMS Property and Evidence module must support automatic disposition notification of certain property by notifying specific RMS users or groups of users when property is eligible for disposition based upon the type of item, the type of associated case and the statute of limitations associated with the charges in the case, and elapsed time since the case was adjudicated.
- Provides the ability to process items for disposal or auction in bulk with a single disposition that will apply to all impacted articles (e.g., all eligible narcotics can be processed for destruction at once.)
- RMS Property and Evidence module must be able to capture electronic signatures from individuals picking up property for various reasons including disposal, claimed by owner, and transfer to a different facility.
- RMS Property and Evidence module must provide tools to expedite completing

- property room and storage facility inventories.
- Authorized RMS users must be able to display and print property room inventory lists that identify all items stored in the entire area or a user specified subarea of a property room along with user specified information about each of the items contained in the specified area.
  - RMS Property and Evidence module provides support for whenever an article is scanned/recorded, the system depicts all prior scans and locations, along with associated article(s.)
  - RMS automatically updates historic location information when rooms, bins, or shelf numbers are changed since the original scan (e.g., Article 123 was originally scanned and placed on shelf 7Y in 2006, but shelf 7Y was renamed D01 in 2017. When users view the scan audit, the system will depict the original scan location as D01 not 7Y.)
  - RMS Property and Evidence module must maintain "chain-of-custody" information for all property and evidence stored in the RMS as property moves between the property room and various other locations such as labs, prosecutor's office, courts, etc. When an article is moved, the system captures the date, time, ID of the person who moved it, and the purpose of the movement.
  - RMS Property and Evidence module provides a complete audit trail for all item movements, generated on-demand or automatically at user-defined intervals.
  - RMS Property and Evidence module automatically generates random article numbers (on-demand or automatically at user-defined intervals) within a user-defined property/evidence article type (e.g., guns) for the purpose of conducting randomized and routine audits.
  - RMS Property and Evidence module must be relationally cross-referenced to the MNI, MLI, MPI, and MVI master indexes and to the Offense and Supplemental Reports, Arrests, and other appropriate RMS modules.
  - RMS Property and Evidence displays all property and/or evidence articles associated with an MNI.
  - RMS Property and Evidence module must contain reporting capability, inventory, and a monthly/quarterly property conversion report.
  - For multiple pieces of the same property category, the system will allow the user to enter an unlimited number of property records, choose to duplicate the entered record if needed, then update additional data elements that may be unique.
  - RMS Property & Evidence module provides a check-in/check-out log to allow property movement to be tracked.
  - RMS includes safeguards to ensure that procedures and laws governing the release, sale, or destruction of property are followed.
  - RMS will use automated messaging for specific property/evidence-related events and dispositions that require notification (e.g., release, destruction, adjudication.)

- **RMS - CJIS**
  - Historical log with timestamps displaying when report was started, approved/denied. Access reports in all states of existence, e.g., prior to revisions, supervisor approval, etc.
  
- **RMS - Data Sharing**
  - Forward links to view reports to other agencies (e.g., other law enforcement agencies, state attorney, etc.) and require secure authentication to access.
  
- **RMS - UCR/NIBRS**
  - Retain UCR/NIBRS reports in static form, e.g., as they were originally created.
  - NIBRS reporting is incorporated into RMS.
  
- **RMS - System Administration**
  - RMS System Administration allows for more than one person to serve as a system administrator.
  - RMS System Administration supports ability to add drop-down menu items, fields, or check boxes to appear on designated reports, without incurring additional costs.
  - RMS System Administrator can configure report narrative templates that prompt officers to enter report-required information in the narrative.
  - RMS System Administration provides functionality to modify pick lists, drop-down menus, create rules, labels (e.g., Case Management - names of gangs, case types, pre-assign case related tasks by case type.). Supports System Administrative functionality to modify pick lists, drop-down menus, rules, labels (e.g., Case Management - names of gangs, case types, pre-assign case related tasks by case type.)
  - RMS provides administrative functionality to add checkboxes ad-hoc for officers to easily track things within reports, such as new initiatives (e.g., DUI checkpoints, community events, homeless/transient related incidents, marijuana dispensary related incidents, etc.)
  - RMS provides system administrative capability to add new property & evidence drop-off locations, configure barcode field requirements, and manage disposition types and time periods.
  - RMS System Administration enables authorized administrators to define certain data entry fields as "mandatory" (to prevent officers from submitting incomplete reports, property, and evidence items, etc.)
  - RMS System Administrator can add, modify existing, delete offense codes within the system, in advance of go-live/active date, without involvement.
  
- **RMS - Technology**
  - Direct access to RMS data tables via Open Database Connectivity (ODBC) and ability to extract to local machine or server on demand.
  - The RMS can maintain Records for a period of ten (10) years without noticeable

performance decline.

- The system is able to download system updates without requiring user intervention or degrading application performance.

### \*\*\*ANALYTICS\*\*\*

- **Analytics**

- Real-time monitoring through streaming Analytics.
- Integrated function based on a template aggregating all data captured by the system into a statistical report e.g., tickets issued, reports submitted, field interviews issued.
- Allows analysts to aggregate data and perform analysis on reports in all status e.g., draft, not submitted, not approved, approved etc.
- Analytical functionality provides ability for all data stored in the system to be available for analysis through an analytical tool.
- Ability for the user to select those modules and fields from which data is pulled for analysis.
- Users can search for, and within, reports which are not yet complete or not yet approved so that draft or incomplete reports are searchable.
- Ability to analyze activity using the following analysis options, including, but not limited to:
  - Trend analysis
  - Frequency (e.g., analysis with a single variable or combination of variables.)
  - Spatial analysis (e.g., analysis by user-defined geographical area).
  - Time analysis (e.g., by time, date, date range, etc.)
  - Comparative analysis (e.g., changes over time)
  - Simple relational analysis (e.g., seeking relationships between two data fields)
  - Complex relational analysis (e.g., seeking relationships among three or more data fields).
- Ability to present statistics in graphical formats, including, but not limited to the following:
  - Pin maps
  - Bar graphs
  - Pie charts
  - Density maps
  - Line graphs
- Ability to save the output of an analysis.
- Ability to print the output of an analysis to printer, PDF or .CSV/Excel file

- **Data Aggregation**

- Ability to aggregate data by shift, date range, time of day, day of week, geographic area, officer, shift, unit, crime type.
- Ability to aggregate data contained in records to create summary reports showing averages, frequencies, and percentages.

- Ability to correlate any data element from the master indices.
- Ability to generate reports comparing aggregate information over multiple years.
- **Map Analysis and Navigation**
  - Ability to plot case data on a map.
  - Ability to plot data from the master indices on the map.
  - Ability to drill down for incident details from any case plotted on the map.
  - Ability to drill down to retrieve information from the master indices from the map.
  - Ability to drill down to retrieve supplemental information (e.g., fire pre-plan, hazards, case history) associated with a location.
  - Ability to drill down to retrieve supplemental information associated with an agency-defined parameter around the location (address, building, block, etc.).
  - Ability to produce density maps.
  - Ability to identify "hot spots" on a map.
  - Ability to identify crime activity within a user-defined section of a grid overlay.
  - Ability to produce animation of the case types occurring over a user-defined period of time.
  - Ability for case animation to display on the map.
  - Ability to analyze crime activity in a user-defined radius, including outside city limits.
  - Ability to set map layers by crime type over a period of time (e.g., robberies in a given area over the past week).
  - Ability to provide map analysis based upon location identifiers (e.g., beats, school districts).
- **Dashboards and Alerts**
  - Ability to have unique dashboards by user login.
  - Ability for users to save dashboards for future use by user or shared library.
  - Ability for each user to identify what type of cases/variables are part of the dashboard.
  - Ability to incorporate the following features by bar graphs, geographic areas, summary totals, and changes over time/comparisons.
  - Ability for dashboards to update in real-time.
  - Analytical users with the associated permissions can set up analytical reports to be sent to user's email address(es) on a scheduled or ad-hoc basis.

**\*\*\*CLOUD\*\*\***

- **System is Cloud-native vs. Cloud-hosted.**
  - System supports ability to share records with other agencies by creating a link that will require credentials and share privilege-based system access rights with other agencies.
  - System includes cloud threat detection service with easy-to-read security logs

- and reports.
- Supports data sharing and separation management within a multi-tenancy environment.
  - System offers dynamic scalability.
  - System supports horizontal scaling in response to or anticipation of changes in usage.
  - System supports vertical scaling in response to or anticipation of resource intensive temporary processes.
  - System is securely hosted on cloud infrastructure designated for Government within the Continental United States.
  - System offers industry standard, cloud-native platform that provides reliability and operational efficiency.
  - Provides on-demand user audit functionality.
  - System is accessible from a modern browser and requires no -specific client-side software.
  - System is accessible from multiple devices, (e.g., desktop, laptop, mobile device, tablet, etc.)
  - System is hosted and maintained within the continental United States.
  - System meets CJIS/NCIC/DOJ compliance requirements.
  - System provides automated backup services.
  - System provides data restoration services in the event of an outage.
  - System provides for disaster recovery in the event of hardware or communication failure at the data center.
  - System provides the ability for agencies to have multiple tenants configured, e.g., production, training, test, etc.
  - System supports simultaneous application window use. For example, user can have multiple queues or records open for viewing and editing at the same time.
  - System uses data encryption in transit, at rest, and between applications and databases.
  - System will auto-scale up or down as needed to meet the needs of the agency.
  - RMS provides unlimited storage of reports, document attachments, media files such as video, audio, images, etc.
  - Cloud solution is deployed to multiple server locations that are geographically separated.
  - System provides safeguards and application design patterns used in order to ensure that a single RMS request does not consume a disproportionate level of server-side resources.

**\*\*\*SYSTEM SECURITY\*\*\***

- **System Security**
  - System supports Active Directory authentication.
  - Ability for users who are not authorized to access confidential information to see that the information exists, but not view the actual information.

- Ability to assign users to security groups, including multiple security groups.
- Ability to associate codes with time periods (e.g., an offense from three years ago displays codes from three years ago.)
- System meets FBI CJIS Security Policy security requirements.
- System is compliant with CJIS username/password standards and requirements.
- System requires both username and password.
- System supports password expiration.
- System supports single user credential access across System application.
- System supports two-factor authentication.
- System supports use of strong password configuration per CJIS requirements.
- System will notify use of pending password expiration.
- Ability to create multiple security groups.
- Ability to create temporary security profiles.
- System provides IP Address control options.
- Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data.
- Ability to lock down report to specific users or roles (e.g., Patrol, Property & Evidence, etc.)
- Ability to make changes and additions to the code tables without modification to or recompilation of the application software.
- Ability to prevent display of obsolete code table values on drop-down lists.
- Ability to require users to enter values from a code table (e.g., prevent user from bypassing option.)
- Ability to secure a user's permission to drill-down into query returns.
- Ability to select obsolete code table values on drop-down lists when a historic record is retrieved.
- Ability to separately secure all transaction types.
- Ability to store the date a code table value becomes effective.
- After five successive failed logon attempts, System automatically locks out the user.
- Authenticated system users are able to initiate all system modules and externally interfaced systems they are authorized to access through a single login process.
- In the event that there is a failure in the transaction auditing process, system has a method of notifying system administrators there is a problem.
- System is compatible with antivirus software.
- System supports agency administrators to create/manage user accounts.
- Provides a complete set of system documentation including general design documents, data dictionary, system architecture, network architecture, file/table layouts, APIs, and API documentation, and operational manuals.
- System Accessibility: Authorized users must be able to perform any system task from any authorized workstation.
- System is designed to backup data automatically to permit operational and

- application continuity should the system experience a single point of failure.
- System Administrators are able to immediately disable a user account, a user group, or all users (except system admins) such that the user(s) is not able to log on to System.
  - System Administrators are able to reset user passwords.
  - System administrators can manage user security profiles from a central location.
  - System auditing can differentiate if a user was automatically logged off or self-requested logoff.
  - System automatically logs off users after 30 minutes of inactivity.
  - System does not allow de-activated user IDs to be re-used, except through the explicit designation of an Administrator.
  - System employs data encryption that meets CJIS security policy standards for any exchange or transmittal of data.
  - System enables users to change their user profile name if needed (e.g., getting married) and will maintain or merge historical data associated with the previous name appropriately.
  - System enables users to log-off without the application shutting down, requiring the next user to re-launch it.
  - System has a configurable user-security profile to control individual user access to the various modules, applications, functions, features, and data available within System.
  - System has management functionality to automate deployment of updates to all application clients (e.g., workstations and MDC's) and manage configuration settings. This includes application upgrades, releases, and configuration settings.
  - System is able to track and maintain user sign-on and sign off times indefinitely.
  - System is compatible with utilities used for applying operating system and third-party software updates (e.g., Microsoft Windows updates.)
  - System maintains a history of de-activated user IDs.
  - System must allow for adjustment, if required, of System time to change for Daylight Savings Time (DST) on all system components.
  - System requires users to change their individual password after 90 days.
  - System supports fail-over or concurrent operation from a geographically distant location.
  - System user-security profiles can be assigned to individual users or user groups based on personnel classifications (e.g., call taker, dispatcher, system administrator, supervisor.)
  - System users are able to change their own passwords, complying with CJIS password requirements as specified in current CJIS Security Policy.
  - System users do not have to log in multiple times to access different system modules on the same device or workstation.
  - System will maintain audit logs of system activity.
  - The inactivation of user profiles does not delete records from system thereby enabling historical analysis of the activities completed by those individuals and profiles in system.

- System Administrators are able to remotely reactivate a user that has been locked-out due to the applicable number of failed logons.
- The proposed system must provide CAD failover capabilities.
- The proposed system workstations must perform all functions and access all information within the products while providing access to NCIC; access to the internet; access to email or other office automation applications; and access to other agency applications and utilities.
- Ability to ensure all transmissions of information data files are transferred through a Secure Socket Layer (SSL), which creates a 128-bit encrypted connection which is password protected (all data files that are on company's servers are encrypted once they have completed the upload and pre-process procedures.)

**\*\*\*SYSTEM ADMINISTRATION\*\*\***

- **Configuration Capabilities**

- Ability for code table updates to propagate throughout the system (e.g., an update in a code table for one application component updates the same code table in other application components).
- Ability for the agency to define codes for drop-down-down menus.
- Ability for the agency to maintain code tables without contacting the Contractor.
- Ability for the base system configuration to include all NCIC codes (e.g., supplied by the).
- Ability for users who are not authorized to access confidential information to see that the information exists, but not view the actual information.
- Ability to add to and/or edit NIBRS data tables.
- Ability to add to and/or edit Offense tables.
- Ability to assign user group access permissions.
- Ability to associate codes with time periods (e.g., an offense from five years ago displays codes from five years ago).
- Ability to configure report approval workflows.
- Ability to configure report review and approval queues/workflows.
- Ability to create a new code and merge/link historical records to a new code.
- Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data.
- Ability to make changes and additions to the code tables without modification to or recompilation of the application software.
- Ability to prevent display of obsolete code table values on drop-down lists.
- Ability to require users to enter values from a code table (e.g., prevent user from bypassing option.)
- Ability to select obsolete code table values on drop-down lists when a historic record is retrieved.
- Ability to share code tables among application components.

- Ability to store the date a code table value becomes effective.
- Ability to support dependent code logic (e.g., if a Ford is selected, only Ford models are listed in associated data fields).
- Add additional or remove if needed, report approval levels.
- Add contact information to a user/employee master record including phone, address, email, and emergency contact information.
- Adding, updating, and removing or inactivating users
- System Administrators can configure different system dispatch policies for each incident type, priority and agency using the system.
- Administrators can configure the type of dispositions, priorities, and other CFS event related parameters of the CAD system.
- Administrators can enter and modify dispatch policies that specify the type of resources that are dispatched to specific incident types.
- Administrators can lock down customizations of configurations.
- Create user groups (patrol, investigations, etc.) and can assign users to each group.
- Data fields throughout the system can be made mandatory or optional but will default to NIBRS standard requirements.
- If access is granted via role-based configuration, agency system administrators will have configuration control over roles, names, and access levels in CAD, RMS and Mobile.
- If access is granted via role-based configuration, system administrators will have complete configuration over roles, names, access, etc.
- Input forms such as bias based profiling must be data validated or have a drop-down selection so that invalid information cannot be input.
- System administrator can configure report narrative templates that prompt officers to enter report-required information in the narrative.
- System Administrators will have the ability to edit duty stations and contract agencies, as well as all associated workflow, routing, forms, etc. customization needed for configuration.
- System allows for agency-configurable abilities for assignment to roles that allow a department to assign different levels of security and functions to a user based on that user's role.
- System allows for agency-configurable roles that allow a department to configure different user types.
- System configuration/administration changes can be made when system is live without having to shut it down or restart it.
- System data fields are conditionally required based on the type of record being created.
- System shall allow login configuration such that users default to a particular duty station but can access records from other duty stations to which they have been granted permissions.
- Table changes become immediately effective and do not affect overall system availability.

- The system allows for modifications to system configuration parameters when the system is active without having to shut the entire system down or restart it.
- The system can be accessed without requiring on-prem installation(s)
- The system can be configured to auto-generate and route statistic reports on a daily, weekly, and/or monthly basis.
- The system has an online and in-application help feature that lists available options for system configuration.
- The system includes canned reporting capabilities such as responsetimes.
- The system includes on-line help/guides that list available options for attribute/table configuration parameters, and a description of the impacts resulting from changing the parameter to each of its available options.
- The system is capable of continuous operation without degradation while files are being backed up.
- The system provides textual descriptions of how each system administration feature operates and will display to the user how changing settings will impact the system and users.
- The system will include standard NCIC codes for information entered into and managed by the system including persons, property, and vehicle descriptions.

#### **PART V – STATEMENT OF QUALIFICATIONS**

Interested Contractors must submit a statement of their qualifications. This submission must be responsive to the following items and may include supplemental material which further supports the Contractor ability to provide the services and requirements outlined. To simplify evaluation and to assure each submission receives the same orderly consideration; all proposals are to follow the format described in this section.

Contractors interested in responding to this request must include the following information in their response.

#### **Title Page**

Firm name; proposal title; address, website address, telephone number; primary contact person and an email address.

#### **Cover Letter**

Signed by the person or persons authorized to sign on behalf of the firm.

#### **Team Experience and Other Qualifications**

- A description of the company's overall capabilities and specific experience in support of completing the tasks listed in the scope of services; specifically with custom web programming solutions for integration of SQL and c#/ASP.net.
- A description of the company's process for development, testing and deploying of updated programming, including communication.
- A description of the company's previous success developing automated testing routines

for custom web-based information management systems.

- Timeline for addressing tasks and deliverables identified in the Scope of Services.
- Indicate the location of the office, the number of staff (by level), and who will perform the services. The Contractor should also include the lines of communication and decision-making hierarchy, as well as any subsidiary consultants.
- A summary resume of professional qualifications and experience of the individuals the firm would assign to the project.
- Identify any proposed sub-contractors and the portion of the engagement for which they will be utilized.
- Describe, in sufficient detail, any professional experience with tribal organizations the Agency may have, including years of each engagement.
- Any other supplemental items (proprietary offerings, value-added services, cost saving measures, enhancements, Contractor specific offerings, etc.) that you feel should be brought to our attention and consideration in evaluating your qualifications. Please feel free to elaborate on examples that substantiate your ability to provide the expected specifications and requirements of this RFP.

#### **Previous Client References**

- A minimum of three references must be provided.
- Include contact names, business addresses, telephone numbers and email addresses of clients for which the firm implemented programs of a similar type and size within the last five years, including the cost and scope of work completed.

#### **Cost Proposal**

The estimated cost of performing the CRITFC required scope of service and requirements must be detailed in a cost proposal. The total maximum estimated price is to contain all direct and indirect costs including all out-of-pocket expenses required to deliver the solution. Identify and describe any additional anticipated cost-based information. All costs must be listed separately, clearly identified, and un-bundled. Respondents should propose an hourly rate pricing scheme with a total not to exceed cost for the contract. GSA pricing rates would be appropriate as CRITFC is a federally recognized Tribal Government. Final pricing will be negotiated.

#### **PART VI – EVALUATION AND SELECTION CRITERIA**

Proposals will be evaluated through a criteria-based selection process conducted by a review team. The following selection criteria will be used to evaluate the content of the written proposals based on a weighted scoring method totaling 100 points:

- Ability to meet the goals of the project as identified in the Scope of Services and Deliverables, as evidenced by previous similar work. (25 points)
- Experience and qualification of the firm, as evidenced by the Statement of Qualifications (20 points)
- Description of the process for development, testing, and implementation of updated programming, including communication. (15 points)

- Experience and qualifications of the staff assigned to the effort. (10 points)
- Timeline for addressing tasks identified in the Scope of Work. (10 points)
- Cost Proposal/Price (10 points)
- Indian-owned, other minority, or woman enterprises. (10 points)

**Tribal Preference:** Indian Preference Act of 1934 (Title 25, USC, Section 47). To the greatest extent feasible, preference shall be given to Indians, Indian Organizations, or Indian owned economic enterprises in the award of all contracts and subcontracts. Must meet these factors to secure Indian Preference status: Membership in a federally recognized tribe; Indian Ownership of 51% or more; Indian Control; and Indian Management.

## **PART VII-ADDITIONAL PROPOSAL INFORMATION**

### **Closing Date for Submissions**

The closing date for submissions will be on March 15, 2023, at 1800 (PDT). Proposals received after the specified time will not be considered. Contractors must submit a digital copy (via email) of their proposal to Sara K. Pennington at [rfq@critfc.org](mailto:rfq@critfc.org).

### **Request for Clarification**

Contractor may submit requests for clarification via email by February 24, 2023, at 1800 (PST). CRITFC will not consider any requests submitted after the date specified above. Questions regarding the RFP or request for clarification shall be sent, via email, at [rfq@critfc.org](mailto:rfq@critfc.org).

### **Necessary Information**

Proposals must contain all information requested in the RFP. CRITFC will not consider additional information submitted after the closing date and may reject incomplete proposals.

### **Cost of Proposals**

CRITFC shall not be liable for any expenses incurred by Contractors in either preparing or submitting proposals, evaluation/selection, or contract negotiation process, if any.

**Note:** Contractor will agree that Contractor is independent with respect to CRITFC, and Contractor shall not be entitled to any fringe benefits (health, life or accident insurance benefits, paid vacation, or any other employee benefit); Federal Social Security; Worker's Compensation; or Unemployment Insurance benefits. Contractor is responsible for paying any tax due as a result of this RFP.

### **Insurance**

Prior to commencement of any contract work, the Contractor shall provide CRITFC with a certificate of insurance for General/Professional Liability insurance showing CRITFC as "also insured (additional or co-insured) in the amount of not less than \$1,000,000 for the term of the contract.

**Confidential Information**

By submitting a proposal, the Contractor agrees to keep confidential all information provided in connection with the RFP.

**Requests for Clarification of Proposals**

CRITFC may request additional clarification from Contractors on any portion of the proposal.

**Cancellation of RFP**

CRITFC may cancel this RFP at any time upon finding that it is in CRITFC's best interest to do so.

**Rejection of Proposals**

CRITFC may reject a specific proposal, or all proposals, upon finding that it is in CRITFC's best interest to do so.

**Award and Contract**

We will notify all Contractors, whether they are disqualified, rejected, or unsuccessful although responsive. All final specifications shall be negotiated and finalized by purchase order or contract. This RFP gives rise to no contractual obligations, implied or otherwise.

**Protest of Tentative Award Selection**

An email notification of tentative award to the Contractor whose proposal is deemed to be most advantageous and of best value towards meeting the project objectives will be sent. A separate 'no award' email will be sent to all other Contractors that submitted a proposal in response to this RFP. Any Contractor who claims to be adversely affected by the selection of a competing Contractor shall have seven (7) calendar days after receiving the notice of selection to submit a protest, via email, to [rfq@critfc.org](mailto:rfq@critfc.org).

**References**

CRITFC reserves the right to investigate the references and past performance of any Contractor with respect to its successful performance of similar services, compliance with RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and employees. CRITFC reserves the right to reject any proposal at any time prior to the execution of any resulting contract. Please submit your Unique Entity Identifier (UEI; Replaced the DUN on 04/04/22) number for your company to facilitate our credential evaluation.