Request for Information
submitted by the Clinton County Public Safety Software Consortium
Clinton, Iowa

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Instructions and Background Information

Instructions:

The purpose of this document is to help the Police, Sheriff and Fire Departments of Clinton County, Iowa to identify the software vendors that are able to most closely meet our requirements within the range of what we have to spend. We intend to use the information that vendors send to us in response to this RFI to narrow our software choices down to a final few, which we will then evaluate in greater detail.

Instructions:

What we would like for you to do, if you are interested in competing for our business, is to complete this Request for Information and return it to us along with the materials requested within it. We realize that each company may not sell everything that we are looking for. If that is so, just fill out the portions of our Request for Information which apply to you.

Deadline:

Our deadline for receiving a response from you is **July 7th, 2015 by 4:30 p.m.**. Please send a copy of your response to the following individual:

Margaret L. Kuhl
Clinton County Justice Coordinating Commission
612 North Second Street Suite 103
Clinton, IA 52732

563.243.6213 x 4310
ccjcc@clintoncounty-ia.gov

Background:

The Clinton County Public Safety Software Consortium (CCPSSC) is seeking to replace its existing software and greatly enhance its connectivity and capabilities.

Agencies involved:

Clinton County is a rural jurisdiction in eastern Iowa situated on the Mississippi River. It has a population of approximately 48,500 residents.

A single Public Safety Answering Point (PSAP) dispatches for:
- 4 law enforcement agencies (the Clinton PD, the DeWitt PD, the Camanche PD, and the Clinton County Sheriff's Office)
- 8 ambulance services
- 17 fire departments

The PSAP is operated by Clinton County Communications, a stand-alone county department under the direction of the Sheriff's Dept. and the Clinton County Communications Commission. The County Attorney and District Court handle the majority of misdemeanor and all felony cases in the county. County stakeholders formally established the CCPSSC in April 2009. Its purpose is to improve the justice system within the county.

Current arrangement:

These agencies use several different applications in order to process their information:

- Sleuth - all four law enforcement agencies currently use the same software for Computer Aided Dispatch (CAD), Record Management (RMS), and Jail Management (JMS)
- TraCS – they also use this state-mandated traffic and accident reporting system
- Firehouse – is used by the Clinton FD, Camanche FD, and DeWitt FD as their RMS.
- Image Trend EMS Bridge and Fire Bridge: State supplied RMS for other EMS/Fire agencies
- ProLaw (Thomas Reuter's Elite Software) – is used by the County Attorney's office
- ICIS – the Iowa Court Information System is used by the courts
- EDMS – the Electronic Document Management System is used by lawyers and citizens to electronically file documents
- CLIPS – NCIC inquiry tool
- Incident location tool – provided by TraCS
- MACH – provided by TraCS

The Clinton County Sheriff's Office, Attorney's Office, and Courts, and the Clinton PD, are all located in the City of Clinton, and are physically connected to each other over fiber, which is currently running at 1GB. Their I.T. functions are all supported by the Clinton County I.T. department. They share the same Sleuth databases running on the same server hardware, as well as the same Internet service, mail service, and other critical infrastructural items.

The Camanche PD has its own separate network, but it shares that same single Sleuth database with the Clinton PD and Sheriff's Office, and accesses that database remotely off of the County's servers. It is also supported by the Clinton County I.T. Department.

The DeWitt PD is entirely separate. They maintain their own databases on their own hardware because of limited Internet speed options in their community. That will change in the near future, as the county has run a fiber to DeWitt. The PD is supported by the Clinton County I.T. Department.

Our Vision:

Our plan is to establish a joint public safety information system which ties all four of these agencies in Clinton County together for the sharing of data, equipment, and resources. The system will eventually integrate the communication, dispatching, record management, and mobile data access throughout the county. They will all share a single database and servers and backup. The system will also enable efficient communication and data sharing with the other agencies involved in Public Safety in Clinton County, including the County Attorney's office, the Courts, and the regional EMS/Fire Departments.

Department Statistics

Population of Clinton	about 26,885
Population of Clinton County	about 49,116
Population of Camanche	about 4,448
Population of DeWitt	about 5,322
Clinton Police Department	
- Sworn Officers	40
- Civilians	6
Clinton County Sheriff's Office	
- Sworn deputies	25
- non-sworn correctional officers	13
- F/T office staff	5
- P/T office staff	1
- P/T court security	11
Clinton County Jail capacity	
- current	44
- proposed	96
Camanche Police Department	
- Officers	8
- Civilians	0Mar
DeWitt Police Department	
- Officers	11 full time, and 10 reserve
- Civilians	1
Combined 2014 stats for all four entities:	
- Arrests	1,646
- Incidents	5,463
- Tickets	5,432
- Current jail capacity	44
- Proposed jail capacity	96
- Jail usage	We averaged 40 inmates/day
- Civil papers served	3644
- Jail book-ins	1392
Clinton Fire Department	
- Fire personnel	44
- Building & Neighborhood Services personnel	8
- Incident Responses	4314
- Patient Contacts	3449
- Inspections	7500
Camanche Fire Department	
- Full time	3
- Volunteers	28
- Incident responses	500/year
- inspections/service calls	100/year
- patient contacts	300/year

Our ideal system

Below is a description of some of the characteristics of how our ideal software would be designed, and some of the things that it would therefore let us do. When you get to the questionnaire, you will be asked how close you come to our ideal in each of these areas.

Multi-Jurisdictional/Fully-Relational/Single-Database/Single-Searchable

Since we will be sharing our records amongst multiple departments in the same region, the system must be truly and fully multi-jurisdictional in that it should uniquely identify the activity of each department for reporting purposes and maintaining entry control. Within each jurisdiction, we should be able to control who can access each type of record, both inside and outside of that jurisdiction – especially who can enter and update records vs. who can just look at them.

However, even though we will have multiple jurisdictions, each with their own unique officers and activity, we want to be able to provide all of the users look-up access to almost all of the records as if it were a single jurisdiction. We would like to have only a single set of records for things like persons, property, vehicles, locations, and etc. When we enter a license plate, we want to see all of the activity related to the vehicle regardless of which jurisdiction it took place within. We don't want to do a search on "Joe Shmoe" and find his name entered thirty times in five different jurisdictions. We want to find him once, and be able to go from his record to a list of all of the activity that has been associated with him. And we would like to be able to search all of the data from all of the jurisdictions through a single, simple inquiry.

We only want to enter each piece of information once. In a truly relational database, that field could then be associated with any others in the system and would automatically appear on any other screens where it was required without reentry. A person's details entered in CAD should not have to be entered again at the Jail. A vehicle's details entered in DeWitt should not have to be entered again in Camanche.

Fully Integrated

We are looking for a fully-integrated CAD/EMD/RMS/Jail/MDT system. Many of the aspects of that "full' integration are itemized in this document. The CAD/EMD is crucial to this. It should seamlessly pull what it needs from the existing RMS and Jail database, and should add records and update data in those systems as well. Jail and RMS should share the same central database. The MDT system should be live/real-time whenever the vehicle has a connection back to the server, but be able to capture information for later upload when the vehicle has no connection.

CAD/EMD – designed for law enforcement, fire, and emergency medical

Our ideal system would enable each of our entities to do things their own way, and would accommodate them accordingly. They could each divide the communities into different (from each other) districts/zones, assign their vehicles to those areas as they see fit, and use their own set of call severities, SOPs, call-taker forms, levels of response, pre-arrival instructions, and etc. The system would know what to use based on the call type and the address. It would know what route should be taken to the incident address based on the type of equipment that will be dispatched for each agency involved, and the current road conditions and/or closures. It would know (based on which persons were on duty at each agency, and which pieces of equipment they were each assigned to (they use cross staffing, so it could be one or several), which units to recommend from which agency for each call type, including mutual aid. It would make mutual aid, strike teams, and task forces quick and easy to use and manage. As each call develops and

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additional information is entered, it would automatically recommend additional or fewer staff or apparatus from the appropriate agency(ies) involved. It would keep track of radio and/or tactical channel assignments. It would make use of, and manage, supplemental resources as well as. It would keep track of all of the statuses and timers (pre-defined and user-defined) on each unit-type and/or person from each agency, depending upon what type of call it is for them and what their requirements are for that type of call. It would allow us to add third-party Medical, Fire, and/or Police Priority Dispatch Systems as needed.

GIS & GPS-Centric/Integrated

We require that the system to be able to be fundamentally geographically based -- everything goes back to the map. We would like for it to integrate with our GIS system (ESRI) and/or Google Maps (preferably both). We would like for the Geobase to be map integrated, so that at any point in the system (especially in CAD) when we are accessing geographic-related information (like streets, addresses, landmarks, etc.), we are able to access the map and the map layers associated with that in our GIS system, or jump to Google Maps/Earth and have full control of the zoom in/out and Map/Earth view. We would like to be able to have key location-related files and information (such as hazard information, floor plans, public works infrastructure, and etc.) to be integrated with the associated layers in our GIS system so that they can be upgraded and maintained from several sources that all interface with the same layers.

We would also like to have our CAD system to provide live, real-time GPS locations of the vehicles (which have GPS units) of our choice (on call, on duty, available, etc.) on our map.

Email-Integrated

We use Microsoft Exchange server as our corporate Email and collaboration platform. Our ideal system would be able to send all reports as Email attachments (.pdf or some similar format), send calendar invitations and add items to calendars, and assign tasks.

TraCS-Integrated

A tremendous amount of our law enforcement data is first entered in the field through TraCS, which is the traffic accident/violation reporting software that we are required to use by the State of Iowa. It is on every laptop in every officer's vehicle, and is used routinely all day every day. Our ideal system will require us to enter this information only once – into TraCS. From there, it would be able to automatically go everywhere that it needs to go in the RMS. This is mandatory. We will not use a system which requires double-entry of this information. We would also like the longitude/latitude provided by the Incident Location Tool to come into the RMS along with the rest of the data.

EMS/Fire RMS Integration

Our largest Fire Departments all use the Firehouse Software RMS for their record management system, reporting, building inspections, building information, pre-plans, and hazard information. We are looking for a system which has a two-way interface with that software. (1) The CAD system would export call data into Firehouse. (2) Firehouse would update things such as location/hazard/pre-plan/etc. information in the geobase and CAD system. Our ideal system would also be able to interface with additional Fire RMS systems as well, including Image Trend RMS (which our smaller fire departments use). This interface would be flexible so that we could use it to interface with future "friendly" Fire RMS systems that we might switch to as well.

Open Data and Report Generation

Once we have entered it into the system, we want access to our data. We are looking for a system that stores its data in a well-organized database and provides a data dictionary in clear English

that we can use to access it. We'd like to be able to do "Google"-like searches of our data, which will be able to go through everything and retrieve any records that contain the information that we are looking for. We would like a powerful report-generator, and/or a well-designed interface with a well-supported third-party report writer (like Crystal). We would like to be able to run statistics by geographic region and/or any other category that exists in the database.

Extensive Interoperability

Gone are the days of "stand alone" systems. Our system must be able to communicate and exchange information with many other systems and devices, locally, regionally, and nationally. Our ideal system will enable us to exchange data with many other systems using recognized data exchange standards. We would like to be able to import, export, and provide responses to properly secured and formatted queries. Interfaces should conform to the <u>National Information Exchange Model (NIEM)</u> wherever possible. Examples include: cross-agency automatic dispatching, web-based resources/two-way integration for ICS, weather, EOC, hazardous materials databases, hospital availability, pre-populating electronic patient care reports (ePCR) and NFIRS forms, live links to web-based resources, emergency alert notification services (e.g. eDispatches; Fire Text Response; I am Responding), and building information.

We would also like our system to interface with a wide variety of hardware devices and dedicated systems, including: E911 (ANI/ALI), paging, fire and security alarms, push-to-talk radio, fire station alerting, and AVL.

Fully Searchable

Our ideal system would provide "Google"-type searching available as well.
The ideal system for us would use Boolean logic to let us search the entire database based on a value or range of values for any field or combination of fields. We want to be able to search for people based on descriptions. We want to be able to identify crime patterns. We want to be able to search the text of description fields and narratives for words or phrases.

We'd like to be able to select our search criteria and have the records chosen by it dynamically populate the screen, and then be able to continue to revise those search criteria and see how it changes the search results until we finally have what we want.

When it comes to searching for names, we would like for the system to know the common variations on names (like Liz = Beth = Elizabeth or Fred Jones = Fred M Jones) and be able to take those into account automatically, so that if we search for Bob Smith, it will find Robert Smith.

Intelligent Matching

When we enter a person, we want the system to immediately identify if the person is somebody that we need to be talking to (wanted, suspect, missing, BOLO, etc.). One step further, when we enter a person who fits the description of a suspect that we are looking for, we'd like the system to tell us that this person fits the description. When we enter a piece of property, we want the system to immediately tell us if it has been reported stolen or lost, or if it fits the description of something that was reported lost or stolen.

Virtually Paperless

While we still want to be able to run a wide variety of reports, we would also like to not have to. Our ideal system would provide the ability for us to design and fill in (populate with data from the system) our own customized forms, sign them (using a digitized pad), and route them through E-mail to where they need to go. We would like to be able to route all of the required paperwork

between the different police departments, the jail, and the County Attorney without having to physically print it out and deliver it. We would like for our system to be fully integrated (or at least interfaced) with a document imaging system which would organize and store all of our official papers and reports. We would like to run reports our of our public safety system right to the document imaging system without having to pass through paper and a scanner to get there.

Prescriptive Data Entry

We want to minimize invalid data in our database. The system should enforce data entry guidelines for punctuation, abbreviation, and case. It should not be possible to enter an incorrect street address (unless it is just being added for the first time.) When we add a record, the system should check and do its best to make sure that the record is not a duplicate entry.

We also want to be able to specify which fields are required entry for each record. We assume that the system itself will require that certain fields be completed. We want to be able to tell the system to make additional fields also required, if that is part of our SOP.

Interfaced with NCIC

Our ideal system would be able to automatically bring information from the state NCIC system into our system. When we look up a vehicle on NCIC, for example, we would like to not have to type the missing information (such as license plate or VIN#) into our system. We'd like to have the software automatically populate in the fields that it can.

Fully Compliant and Approved for Iowa IBRS Reporting

This is not the most important characteristic of the software, but it is one that is important to us. Ideally, the system would be certified with the state so that we can directly send our reporting data to them each month. The software may not have this capability today, but we want it to be there in the near future and be guaranteed to remain certified for as long as we continue to use it.

Pre-plan Integrated

Many of our departments (both Fire and Police) prepare location-specific information and pre-plans for addressing emergencies of various types at various locations. We would ideally like to have all of this information accessible from a single system. If a Police car is called to an incident at a specific locations, and one of the Fire Departments has prepared information about the location, we'd like the dispatcher (CAD) and the PD officer (MDT) to have access to that information. And if a PD identifies a change to the details of the information at a location, we'd like the appropriate FD to automatically be updated with that information as well.

Currently, all of the FDs are accumulating this information in Firehouse. Our ideal system would integrate with that information in the sense that it would either (1) be able to import all of that information into one, detailed central system where it would henceforth be maintained, (2) be able to import/export with Firehouse RMS to automatically update preplan changes to both systems, or (3) be able to import from Firehouse, and notify the appropriate agency(ies) when information changes

Jail System Completely Integrated With the Police System

We would like for the Jail Management system to not be a separate set of duplicate files, but really just another part of the overall public safety system. It would provide some additional functionality, but no duplicate information in files. At entry time, it would automatically draw all of the information that it could (on a person, or a case, or whatever) from the database to save data entry time and maintain accuracy. It would update and add to the database any new information entered into it. All of the information in the Jail Management system (like

photographs, fingerprints, and etc.) would be available to authorized users of the RMS database and visa versa.

Ready for NG9-1-1 (Next Generation 9-1-1)

We would like for CAD portion of the system to be ready and able to take full advantage of NG9-1-1 when it gets here. We intend to begin to use it as soon as the infrastructure begins to show up in our area.

Software Modules (that we currently have or are interested in obtaining)

CAD and Address Geobase
E911 and Caller ID
Record Management
> Incidents
> Arrests
> Warrants
> Persons/Names
> Property Records (on addresses within the City)
> Property
> - Stolen, recovered
> - Evidence, property room inventory
> Vehicles
> Traffic Citations, Warnings, & School Bus Violations
> Traffic Accidents
> BAC/DUI
> Field Contacts and Interviews
> Businesses and Other Buildings
> - alarms
> - important property details
> - contacts
> Permits and Licenses
> - concealed weapon
> - liquor sales
> - peddler
> - bicycle
> Animal Control
> Pawn Shop Property & Activity
> Canine
> - training
> - activity
> - people at presentations
> - problems
> Personnel
> - training
> - certification
> - inventory
> - notes
> Departmental Inventory

UCR & IBRS reporting
Case Management and Intelligence
Mobile Data Computer System
SWAT Team Activity Tracking
Training/Curriculum Planning/Grading
Jail Management
Civil Processing
Document Imaging and Retrieval
Accounts Receivable
Permits and Licenses
Fleet Management
Equipment Management

Request for Information

General Company Information	Response
How long has your company been selling and supporting public safety software?	
How many persons does your company employ?	
How many years has the average employee been with your company?	
How many phone support persons does your company employ?	
How many years (on average) have they been with your company?	
How many public safety organizations are currently using your software?	
How many of those are in Iowa?	
How many of those are multi-jurisdictional	
How many of those serve cities/counties with populations of 20,000 or less?	
10,000 to 40,000?	
40,000 to 80,000?	
80,000 or over?	
How has your installed base changed in each of the last five years? 2010	
2011	
2012	
2013	
2014	
How many new customers have you gained in the last 60 months?	
How many existing customers have you lost in that same time?	
How many organizations are currently using the specific version of your software that you are recommending to us?	
When is your telephone help line service available (days and hours)?	
What has your support staff's average response time been to help line calls during the last year?	
How do you know that to be true?	
What is your phone support person to customer ratio for the products that you are proposing to us?	
What user groups exist that we would be able to participate in? (Please identify who are the contact persons for each group you list.)	
Beyond phone support, what additional types of support do you provide?	
How much of your user manual(s) is(are) available on the server? Or online?	
What format are they provided in (i.e., online, HTML, .PDF, ASCII text, proprietary, etc.)	
Are they searchable? If so, how and where?	
Is the search case sensitive? (i.e., will a search for "ACT" also find "Act")	
What are the search criteria? Word? Phrase? Multiple words? Boolean?	

General Software Information	Response
Operating Environment	
What hardware/operating system platforms does your software run on?	
Please provide us with a copy of your server and client specs.	
Does your software utilize client/server technology?	
If so, what platform does the server run on?	
And what platform/language is the client developed in?	
If not, what is your software developed in?	
Is your system fully relational (as we described it in our "Ideal System" earlier in this document), and if not, how close does it come? Please describe the data integration between the different modules.	
Does your client fully support both Windows 7 and 8.1?	
Is each of your applications available as a separate shortcut under Windows (i.e., runs as a independent application) or are they all accessed as part of a single shortcut (within a single shell)?	
How many different colors does your system use to differentiate between different types of fields and information on the screen for rapid legibility?	
Are those colors user-selectable or system-defined?	
In every data entry screen where a user-defined table field (a user-defined field where all of the valid values are added to a table in order to make sure that one of them is always selected) is listed, does the system enable the user to access a list of the valid values via a pop-up window?	
From that pop-up window, can an authorized user add a new table value on the fly without exiting the data entry screen?	
In what ways is your system integrated with Microsoft Exchange and/or Email? Can all reports can be sent via E-mail? Can the system automatically notify users of certain situations (i.e., they have been assigned a new case, or a piece of property that they are responsible for has been in inventory for six months now, or one of their certifications is about to expire, or etc.)?	
We have a quickly growing body of digital photos and videos to manage as part of our database. Does your system have a digital media management component?	
We would like to have at least our case management application be interfaced with a video management system. If you do not have one, can yours interface with any third party products?	
Can it interface with Panasonic's Arbitrator video management system?	
Can it interface with WatchGuard's video management system?	
Jurisdictions	
Would you please describe the sense in which your system's database is designed to be multi-jurisdictional?	
How many records does the system maintain for each person, vehicle, address, piece of property, etc.?	
How many unique jurisdictions will your software support at once?	
What mechanisms are used in the system to determine which users have access to what information within the multiple jurisdictions?	
What information is shared across all jurisdictions?	
Will it let each jurisdiction define its own unique incident numbering scheme and automatically increment the incident numbers for them?	

Does the system provide cross-jurisdictional search capabilities which would let us search for (for example) a person or a piece of property across all of the jurisdictions at once from the same search screen (assuming of course that the user had the security clearance to access those records)?	
If we enter a name or a vehicle ID, will the system warn us of relevant information (like a warrant, or a stolen vehicle, or a missing person) from all of the jurisdictions?	
Security	
In addition to username/password, what additional types of security credentials does your system accept (such as biometrics, security token, id card, etc.)?	
Through security, can we control . . .	
Which menu options each user sees?	
Which menu options each user has access to?	
What access (add/change/lookup/delete) each user has on each screen?	
Which fields on each screen each user can see?	
What level of access each user has to each record type of each jurisdiction?	
Who has access to Juvenile information?	
Which record types each user can add/change/lookup/delete?	
Which record types each user can add/change/lookup/delete narratives on?	
Does all of your security apply to the data dictionaries as well so that people cannot access through a report writer what they cannot access directly through the system? If not, please explain.	
Can we define groups of users and assign them a set of rights, rather than having to assign specific rights to each individual user?	
Can an authorized user assign security to an individual narrative, note, or document at the time that it is created? If so, what kind of security?	
Does your system provide a way of customizing menus for each user?	
Does your system maintain a file maintenance log of all changes to all master files?	
Does this include the user, date and time modified, and changes made?	
Does your system keep an activity log of what each user did each time he was logged in to the system? (specific times, menu options taken, records accessed or printed, searches run, changes made, and etc.?)	
Does your system have a security "back door" that your support people can use to get us back into our system in the event that our master security information is corrupted or lost?	
How does your system identify a juvenile?	
Does the system maintain information about juveniles and their activity in the main database or in a separate set of files?	
Will it automatically change their status from juvenile to adult based upon their birth date?	
Does it continue to keep all of the history that was accumulated about them as a juvenile separate and secured after they have become an adult in the system?	
Does it indicate on the screen and on reports run about them as adults that there is juvenile information on them as well that may also need to be looked into?	

Reporting	
How do you change printers within your software?	
Can you specify which printer to send a report to from the same screen on which you request the report?	
Can you always print to the screen?	
And scroll through it both horizontally and vertically?	
Can you print to a file?	
Directly to an Excel spreadsheet?	
Directly to a Word document?	
Directly to an ASCII delimited file?	
What other file types?	
Will the system enable us to export data in a user-defined format, for importing into third-party software?	
What data can be exported, and what cannot?	
Which formats can data be exported into (.txt, delimited, etc.)	
Is a separate program required to do this, and if so, which one?	
Is there a third-party report writer available for your software?	
If so, do you provide training on this product?	
If so, does your help line support this product?	
Do you have any user-defined reports in your system which let the end-user specify what goes in what column? Explain.	
Can all reports be sent to E-mail rather than printed? If not, can any?	
Can all reports be routed to a document imaging system rather than a printer?	
Can a report be scheduled to run at a later time?	
Can we define a batch of reports that are to be run automatically at certain times throughout the day?	
Does your system provide a way to design custom reports/forms that can be populated with data from the system and routed between departments?	
Does your system provide a way to capture and print signatures as part of report documents?	
Can we run searches/inquiries which produce reports in the form of maps? Such as the locations of various activities or types of buildings (like multi-resident housing units) or hazards or etc?	
Can we do this as of, or between certain times and/or dates?	
If we do, and we have the results on the screen, can we drill down to the data underneath (such as the property owner/resident info), or the driver, or the victim, or whatever?	

Geobase	Responses
Is you system fundamentally latitude/longitude based or address based or both? Explain.	
Describe the structure of your address geobase.	
Does it let the agency define its address data entry rules and then enforce those rules (regarding case, number of letters, and punctuation)?	
In a multi-jurisdictional environment, how does it identify the jurisdiction that each address lies within?	
Does the rest of the system require address verification against the Geobase (every address entered anywhere in your system has to match an address in the Geobase?)	

Will the system let an authorized user enter an address that is not in the Geobase when necessary?	
If so, will the system produce an on-screen list and/or report of all such addresses so that the Geobase can be updated to include them?	
What steps does the Geobase take to prevent the entry of duplicate (but spelled differently) addresses?	
Does the Geobase provide for address aliases (multiple ways of stating the same address?)	
Does the Geobase provide for a shortcut (3-5 letters long) for each street so that it can be entered quickly and uniformly?	
Will the system let us assign a shortcut name for each address in the event that it is a known location (like a business or public facility?) And let the dispatcher or data entry person enter that shortcut name in order to bring up the address in the system?	
In the event that we use the same shortcut name (i.e., McDonalds) for more than one location, will the system bring up a list of the locations and make the dispatcher select which one?	
What components does your Geobase break a single street address down into? (i.e., street direction, street number, street name, etc.)	
Does your system allow for the same address in multiple cities?	
What does the system do when the ?	
Is it map integrated? If so, with which mapping systems can it talk to?	
Can we control whether the map displays the outline or the photography?	
The Clinton PD tracks all of its activity by two separate categories: zone and by neighborhood (which overlap and are not subsets of each other.) Can we identify the zone and neighborhood of each address?	
Can we print out all of the activity reports from the rest of the system sorted by either zone or neighborhood?	
Can we enter lengthy descriptions of any details needed to identify the best route to take to get to each address in the Geobase?	
And make it available to dispatching?	
How does the system identify the nearest fire hydrant(s)?	

Computer-Aided Dispatching	Response
Does your company offer a fully multi-jurisdictional CAD system?	
Can it be painlessly multitasked with other applications (including our Iowa NCIC system, Word, Outlook, and etc.) under Windows 7 and 8.1 Pro?	
Does your system interface with the Iowa NCIC system? In what way?	
How many units for how many jurisdictions will your system let us deploy and track at once?	
Will it color differentiate each jurisdiction's units?	
Does it uniquely color-code priority trips?	
How many units will system display on a single screen at one time before we have to scroll down to see the rest?	
Will the system let us assign a priority to each unassigned unit that will determine its relative vertical position on the screen?	
Will the system let us assign a priority to each call type/trip type that will determine its relative vertical position on the screen?	

How many simultaneous dispatchers will your system support?	
Will the system let us take calls and dispatch units (such as animal control) which do not generate incidents, yet still keep their activity log?	
What criteria can the system use to determine which units to recommend for dispatch?	
Describe the procedure for identifying and placing an agency's units and personnel on duty (in service) at the start of each shift, and then off duty (out of service) at the end. Who does this, and where?	
How does the system handle street closures and temporary hazards and blockages?	
Can these be updated by the call takers live/real-time as they are initially encountered?	
Will the system allow us to fix a bad address from within the CAD system (or easily jump to the Geobase to do so)?	
Can we edit any and all of the records in the CAD system if mistakes are made (i.e. duplicates, mistyping, etc.)? If not, which ones can we not? How does the system maintain an audit trail of this activity in order to guarantee its integrity?	
Call Management	
Will your system enable each our agencies to divide its coverage territory into unique zones/districts that they use to organize their service?	
To what degree is the CAD fully interfaced with the records management part of your system such that it generates and/or updates the incident record and all of the other related records right from the CAD system?	
Does the system verify all entries and only allow the use of valid values (for unit IDs, addresses, call types, and etc.)?	
How many calls can be listed on a single screen at once before having to scroll down to see the rest?	
How are pending calls differentiated from dispatched calls on the screen?	
How does the system assign priorities to different calls?	
In what order does it list them on the screen?	
Will the system let us pre-assign response groups (of units) and then dispatch those groups in a single step (rather than dispatching each unit?)	
Will the system let us generate multiple incidents (potentially to multiple jurisdictions) from a single call?	
Will it cross reference all of the incidents back to that call?	
Will the system let us place a call for service on hold and then automatically bring it back to our attention after a predefined interval of time?	
Can the dispatcher review the calls placed on hold at any time?	
When a valid address has been entered for a call, what will the system tell the dispatcher about that address?	
What checking does the system do in order to identify duplicate calls?	
How will the system alert the dispatcher to multiple calls to the same address so that they can check for duplication?	
If a duplicate call is created, how can they be combined, and how is the history maintained?	
What internal search capabilities (names, license plates, etc.) are available from the CAD screen? Are these searches multi-jurisdictional?	
How many keystrokes and mouse clicks are required to search on a 15-letter name from the CAD screen?	

A license plate?	
An animal or bicycle license?	
Does the system enforce uniform data entry so that it is impossible to enter in an invalid or inconsistently spelled (including case and punctuation) address, or vehicle make and model, or name, or etc.?	
Where does your system obtain the times that it uses to stamp everything?	
How many different times (like call received, unit dispatched, unit arrived, unit cleared, etc.) does your system allow us to capture?	
Which of these times does the system automatically fill in for us?	
What dispatcher intervention is required in order to record each of these times?	
Describe how CAD interacts with the MDT's. What does an MDT see, and what can it do when it is connected live in the field?	
Can an officer initiate a new call for service from an MDT?	
Can he/she suspend himself from one call and dispatch himself onto another?	
How is that indicated on the CAD screen?	
How many calls will the system let us assign to each unit?	
If we assign multiple calls to a unit, will the system tell us where to send the unit next after it completes each call? Can this be done automatically from an MDT?	
Does the system provide multiple call layering, whereby a unit assigned to one call can be interrupted for another, and then when it is completed the system assigns the unit back to the original call?	
If so, how many layers deep will it go?	
Does the system keep track of how long it has been since each unit last communicated and notify the dispatcher if too much time has elapsed (a system flag which we would set) and that the unit needs to be contacted?	
Will the system let us set up default timers for each type of call and activity which indicate how long it should take to complete – and then warn the dispatcher if the time has been exceeded since the unit status was last updated?	
Beyond the standard timers, Fire/EMS has a lot of timers that must be set and maintained. Most can be preset. Some must be user-defined each time. These include: crews operating in Immediately Dangerous to Life or Health (IDLH) environments, Personnel Accountability Report (PAR) checks, time in environments, time in rehabilitation, burn time, patient contact time, and etc. How does your system work with these requirements?	
Does the system maintain a call activity log that the dispatcher can review at any time which details all of the activity that has taken place related to a given call, including all changes of status?	
Can an officer access this log from the field via his MDT?	
Does the system maintain a radio log?	
Does it automatically update the radio log with all unit calls and status updates, or is this done manually?	
Will it attach the audio files, or convert them to text, for attaching to the call activity log.	
How else, and by whom or what, is it updated?	
Does the system include (or does it interface with any third party) an Emergency Medical Dispatch (EMD) or Call Triage system to guide the call taker through the process of managing EMD calls?	

How about a Fire Dispatch Priority System?	
Is the system capable of "pre-alerting", i.e. sending advanced notice to stations and/or units that dispatch will soon occur – thus allowing the units to prepare even though the official dispatch is not yet finished?	
How does the system handle "cross-staffing" (i.e., in a Fire station where multiple persons are assigned to multiple units, or with a single unit where specific persons are assigned to multiple units), when there are not enough persons left in the station to man a particular unit, or where a person required to use a particular unit is out on a different unit?	
Telephone and E911 and other Communications Interfaces	
Can the system be connected with all of our regular phone lines and caller-ID to identify the phone number and/or address of the incoming call on the screen?	
When this happens, can that address information automatically be transferred into the trip log if a unit is deployed to the location?	
When that address is identified, will any hazard or warning information associated with the location or the persons known to be living there immediately brought to the screen with it?	
Does the system maintain a record of all calls taken?	
Does your call receiving system interface with your own or any third party E911 systems?	
If so, please tell us which ones and send us additional information on these products and their capabilities.	
We currently use an Intrado Viper system. Will your software interface with this unit?	
E911 brings in addresses with the street direction at the end (like 110 MAIN ST E). Our streets are actually listed with the street direction before the street name (110 E MAIN ST). All of our callers identify addresses that way. Does your E911 system provide a means of automatically converting from the former to the later?	
If it does not, how would your system help us accomplish this another way?	
What additional communications interfaces does your system provide? Faxing? Emailing? Paging? Text messaging? Proprietary messaging?	
Can it receive non-emergency "calls" from the Internet? If so, how?	
Mapping Interface	
Does your system interface with any mapping systems, and if so, which (ESRI, Google, etc.)?	
Does the system maintain live/real-time vehicle locations on that map?	
What level of control does each dispatcher have over the size and location of the map at his station?	
If the map is ESRI, does the system enable us to access map layers from within CAD?	
If not, will it do anything to help us access location information that is maintained in an ESRI map?	
Vehicle Locations	
What vehicle location methods does your system interface with?	
Will it maintain live/real-time vehicle locations on the map for all of our vehicles which are equipped with GPS units?	
Will it automatically record the vehicle location at specified intervals for	

those vehicles?	
Warnings, Hazards, and Alarms	
Does your system provide a location-related hazard file?	
Can your system pull location-related hazards from a GIS layer on an ESRI map?	
What types of hazard information (firearms, chemicals, dogs, vacant houses, etc.) does your system keep track of?	
Does your "hazard" system interface with or make use of any third-party chemical hazard databases or software products, and if so, which ones? Please explain.	
What person-related warnings appear on the CAD screen (health issues, warrants, other known danger issues, prior record/activity, etc.)?	
How does the system handle BOLOs?	
At what point does the CAD system display warning and hazard information on the screen?	
How and where does that info display on the CAD screen?	
Does it make use of color in order to differentiate different types of hazards?	
Once a hazard has been identified on the screen, what steps are necessary to get a full description of the hazard that has been identified?	
What if multiple hazards are involved? Will the system identify them all and if so what steps are involved in getting to the full description of each?	
From the CAD screen, what steps are involved for the dispatcher to update, remove, or enter new hazard information?	
Will the system always warn the dispatcher immediately if a person identified in a call is wanted or missing or if the vehicle is missing, stolen, or owned by a wanted person?	
What is displayed on the screen to notify the dispatcher of this information?	
At what point does this warning information display on the screen? (after you have entered the field or after you have entered the screen)	
Will the system also let us create our own warning notes on particular persons, locations, vehicles, and etc. which will always show up when that particular person/location/vehicle/etc. is accessed?	
If so, to what record types can we attach such warning notes?	
Will these warnings always be identified on the CAD screen just like hazard information?	
Does the system let us identify all of the alarms that we track?	
When an alarm has been tripped, does the system require that the dispatcher only enter the alarm ID and then automatically fill in all of the other details from the alarm description record?	
Does it provide a way for us to electronically interface our alarms into the CAD system so that an alarm being triggered automatically creates a call in the CAD system?	
If so, please send us detailed info on this.	
Does the system maintain a detailed history of all alarm activity, including all valid and false alarms?	
Are these records tied in with the calls in the record management system so that we can easily trace all of the activity generated by any given alarm?	
Will the system let us set a threshold of the number of false alarms allowed, and then provide a report for us listing which alarms have exceeded the threshold?	

Will the system enable us to define a hazard radius, and automatically calculate it and display it on the map when it comes into play?	
And use the Geobase and GIS system to identify where we need to establish perimeters?	
And who we need to evacuate?	
If we have an incident at a location, how far in each direction will we be notified of hazard information?	
Is that distance customizable by incident type?	
Odds and Ends	
Please explain how your "towing rotation" system works, for recommending which company to call to tow the next vehicle which needs to be towed.	
Does the system maintain detailed vehicle impounding records with dates, times, locations, costs, and etc.?	
Does your system provide the ability to utilize other supplemental services besides tow trucks? These other things (like interpreters, or electricians, or tree services, etc.) would be set up in a rotation like the tow trucks, and records kept track of who was called and who was used when.	
How does your system enable the call takers to "catch up" if the CAD system goes down for awhile and they must operate off of paper?	
How does it indicate that these records were added later and were not generated live/real-time by the system?	
Does the system allow a supervisor to both monitor the call activity and "take over" a call from a supervisory station?	
How does your system work with mutual aid related to Fire/EMS resources? Will it enable us to enter another organization's resources and take those into account as it determines resource recommendations for a call?	
Can it be defined as optional or mandatory? (giving the dispatcher the option to send a mutual aid unit vs. requiring the dispatcher to send the unit)?	
Does the system give us the ability to define "task forces" (i.e. virtual groups of persons who will move together and be together for period of time)?	
Can this be done on the fly by the dispatchers?	
Can these groups then be dispatched/assigned/moved/etc. together, without having to deal with them individually?	
Will the system provide post-dispatch reevaluation of units and persons as they become available? In other words, if a unit's status changes and it becomes available, will the system check to see if it should be sent to any of the already dispatched calls?	
If so, is this automatic, or manual, or configurable?	
If so, does it also recommend which unit(s) to take off of the call?	
How does it notify the dispatcher of this information?	
Does your CAD system have an existing interface Firehouse software? If so, please send us information about it.	
If not, can it export call information into a pre-defined standard format which can be sent to Firehouse?	

And/or, can the data be exported into a user-defined format?	
Can we produce "bias-based profiling" reports, based on the vehicle stop data form?	
Can we produce a sex offender registry with maps which show exactly where the "keep away" distance is around schools?	
How will the system help us keep track of mileages/usage on different vehicles and pieces of equipment?	

Record Management	Responses
Please send us a list of all of the different RMS modules that your company provides, and the types of records that each module is able to keep track of. We have provided a list of the modules that we currently have and/or know that we want to get in the introduction.	
If it exists in a form that is easy to send, please send us a list of the fields that are tracked in each of your RMS modules.	
We want to be able to add lots of additional fields to the system and be able to search on them. How do you implement user-defined fields in your RMS modules? How many, where are they attached, what types are they (25 character alphanumeric? Date?, dollar amount?, etc.), and are they fully searchable, and from where?	
Overall Environment	
In the "Ideal System" section back at the start of this document, we explained the type of prescriptive data entry system that we are looking for. Will your system let us do what we have described there, and if not, how close will it come?	
Will the system let us define our own uniform data entry rules and then enforce them so that it is impossible to enter in an invalid or inconsistently spelled (including case and punctuation) address, or vehicle make and model, or name, or other master record fields?	
Will the system let us specify whether each field (including user-defined fields) in a record (on its data entry screen) is required or not? If not, what can it do in this area?	
From any record in the system, is it possible to identify, and get to all related records via hot keys or clicks without having to go back to the menu and select a different program? (example: I am on an address – can I pull up all activity in the system involving that address from that screen?)	
Searching	
We described our ideal data searching capabilities back in the "Ideal System" part of this document. Does your system provide the capabilities we have described there?	
If not, please describe how close it comes to that. (you may want to do this on a separate page.)	
If every field in the system cannot be searched, then please send us a list of the fields that your system will let us search our database on.	
Please send us copies (a print screen will do) of each of the search screens that your system provides.	
Are your system's search programs case sensitive?	

What fields will the system let us do Soundex searches based on?	
Does this include alias names?	
Does your system have a place where we can do user-defined searches?	
If not, does it interface with a third-party search engine, and do you supply the data dictionaries for using it?	
Notes and Narratives and Attachments	
Will the system let us attach multiple notes and narratives of virtually unlimited size to any record in our database?	
If not, which records will the system let us attach these types of notes to?	
Will your system's notes capabilities allow us to assign a category code, a creation date, and an action date to each note?	
If notes or narratives are attached to a record, does your system indicate their presence somewhere on the record maintenance screen?	
Can we bring up an on-screen list of all of the items attached to a record? If so, what order are they listed in?	
Is it possible to make a note mandatory so that it always pops up whenever the record that it is attached to is accessed?	
What record format are your long narratives stored in? Are they in a proprietary file or are they stored in a word processing document? If word processing document, which file formats/word processors do you support?	
What is the maximum narrative size that your system allows?	
What is the maximum number of narratives that can be attached to a record?	
Will your system let us set up forms or templates for our narratives which guide the officers through the information that they need to enter?	
If so, are these templates set up in your software or in the Word Processor(s) identified earlier in this document?	
Will your system let us control the level of access that each user has (create/change/delete/lookup) to narrative records?	
Does your system provide us with a way of attaching external files of our choice (like .docx, .pdf, .jpg, etc.) to records in your record management system?	
Can these be attached to any record in the system or only some, and if only some then which ones?	
Can we assign a description, category code, a creation date, and an action date to each file?	
Can we bring up a list of all of the files attached to a record? If so, what order are they listed in?	
Incidents	
What does your system use for an incident number?	
Are all records related to the incident (people, places, property, vehicles, officers, activities, jail records, sentencing, incarceration, etc.) tied back to the incident?	
Can we get from the incident record to all of the records related to it through a hot key or a mouse click?	
Does the system provide an on-screen list (available from the incident master record) of all of the other records in the database that are associated with the incident?	
How many narratives can be attached to an incident?	
Does the system provide a report which prints out **ALL** of the information related to an incident, including all records, narratives, notes, and/or	

documents associated with it?	
We currently use our own internal set of codes to define offense categories and subcategories (see the enclosed list). Our software cross references these with the proper UCR codes in order to create UCR reports. Will your system let us continue to do this?	
Names/Persons	
How many records does your system maintain for each person? Is it one, one in each jurisdiction, or one for each module, or something else?	
How many alias names can we set up for each person?	
Will it let us enter a different description for each alias?	
Does the system provide for unlimited description details of such things as scars, tattoos, piercings, and other distinguishing physical characteristics? If not, how many fields are provided?	
Does the system automatically recognize (or will it let us define and then recognize) name variations (like Bob = Robert = Rob)?	
Is the only place (besides descriptions or narratives) that a person's name can be entered the Person/Name file? (i.e., do all other records which need to have a name entered verify back to and draw that name from this file?)	
Can we get from a person's master record to all records related to that person through a hot key or a mouse click?	
Does the system provide an on-screen list (available from the person's master record) of all of the other records in the database that are associated with that person?	
Does the system provide any way to create shortcuts for last names (abbreviations for common last names) to save our dispatchers and data entry people time in entry?	
Will your system track all previous addresses for a person?	
Does the system allow duplicate social security numbers?	
How does it handle an attempted entry of a duplicate SSN?	
Does the system provide a way to enter and view multiple photographs of each person? How many? And in which file formats?	
A way to enter and view their fingerprints?	
A way to enter and view their signature?	
Businesses & Other Buildings	
Will your system let us associate a building with an address in the Geobase and, therefore, make the building info available in CAD either through the building name or the address?	
Will the system let us define shortcut names (abbreviations) for businesses to save our dispatchers and data entry people time in entry?	
Will it allow us to use the same business name more than once in the same jurisdiction?	
If so, then when a building name is entered which occurs more than once, will the system list them all and make the user select which one?	
Will it let us use the same name in different jurisdictions?	
Can we get from a business's master record to all records related to that business through a mouse click or a hot key?	
Does the system provide an on-screen list (available from the business's master record) of all of the other records in the database that are associated with that business?	
Will the business interface with a map?	

With our GIS layers that relate to that location?	
What other ways will the system let us set up a detailed description of the business, including the floor plan and the locations of all utility supply lines and shut off points?	
Will it allow us to attach files (like a floor plan, etc.)	
Will it let us enter a fairly lengthy "suggested route" for how to get to the building?	
Our Fire Departments use Firehouse inspection software for their building inspections. We would like for this to interface with	
Vehicles	
How many records does your system maintain for each vehicle? Is it one, one in each jurisdiction, or in each modules, or something else?	
Does the system maintain a log of everyone who has owned the vehicle?	
How many types of vehicles does the system track (and what are they)?	
Is the only place (besides descriptions or narratives) that a vehicle can be entered the Vehicle file? (i.e., do all other records which need to have a vehicle entered verify back to and draw the vehicle info from this file?)	
Can we get from a vehicle's master record to all records related to that vehicle through a hot key or a mouse click?	
Does the system provide an on-screen list (available from the vehicle's master record) of all of the other records in the database that are associated with that vehicle?	
Does the system allow duplicate license plate numbers (from same state)?	
Duplicate VIN numbers?	
How does the system verify that a valid VIN # has been entered?	
What does it do when a person enters a duplicate license plate or vin#?	
Does the system allow both regular VIN#s and salvage title VIN#s (which are shorter)?	
Can one vehicle have one of each type of VIN# in its history?	
Accidents and Citations	
The state of Iowa requires that all traffic-related activity (i.e. accidents, citations, etc.) be submitted to it through its own TRACS program, which runs in all of our squad cars. Does your system currently have an up-to-date, working, interface with TRACS that would enable us to import data from TRACS?	
If not, are you working on one?	
If not, does your system provide a means to import this type of data from a .txt or delimited file into its accidents and citations module?	
If not, is there any other way your system could help us avoid duplicate data entry of this information into two different systems?	
Property/Evidence/Storage	
Does your system have a specialized property module?	
Does it interface with any third-party property management systems?	
How many different types of property will the system track?	
How many property storage locations will the system track?	
How many records does your system maintain for each piece of property? Is it one, one per agency, one per module, or something else?	
Does the system maintain a detailed record of any changes in the custody	

and/or status of a piece of property?	
Does the system provide a way of associating multiple pieces of property with a container so that if the container is moved to a new location or custody or its status is changed, all of the items in it are automatically changed as well?	
If we enter a new piece of property, will the system immediately compare it to all missing/stolen property and check for a match?	
What fields are available for us to use to categorize and describe our property?	
Can all of these be used as search criteria?	
Can we set up the system so that when we add a new piece of property, the system automatically assigns it an action date (at a user-defined interval of time like 6-months from the current date?)	
Can we then get a list each day or week of the items whose action dates have arrived?	
Will the system let us change the status of multiple items at one time? It so, how?	
Does your system keep track of fingerprints? Can they be scanned and kept on-line?	
Does your system support property bar-coding? If so, what hardware do you support?	
Pawn Shops	
Do you have a pawn shop tracking system?	
Does it track both the purchase and the sale of goods at pawn shops?	
When an item is entered as having been purchased at a pawn shop, will the system automatically search the property files and see if it has been reported missing or stolen?	
Does it interface with any third-party pawn programs?	
Can it import data in a generic format (which would be provided by the Pawn Shops)?	
Can it export data in a user-defined format?	
Bicycle Licenses	
We require annual bicycle licenses. Do you have such a module?	
If so, will it keep track of the licensing history of each bicycle?	
When we enter a new bicycle, will the system automatically search to see if it has been reported missing or stolen?	
Is this system integrated with the property system so that each bicycle that has been licensed also appears in the property database?	
Is it integrated with the names database so that each license holder also appears in the names database?	
Does it produce renewal notices? Delinquent notices?	
Agency-Owned Property	
Does the system provide a module to identify and track agency-owned property?	
Is there any practical limit on the number of types of property that it can track?	
Does it produce barcodes, and print labels?	
Is it able to track location and custody over time?	
Can a report be produced which tracks the history of a piece of property?	

. . . , or the history of all of the property that has been in the possession of an individual? And is still currently in their possession?	
Does the system provide a way to manage maintenance records on that property, keeping track of damage, repairs, and related issues?	
Personnel	
Will your system quickly let us access our personnel via name, badge #, or a user-defined employee ID?	
Will the system automatically generate an activity log for each officer from the CAD system? If so, how long will it let us maintain the records?	
Does the system provide a means of tracking each employee's hours and activities in detail for use in reporting to the City's payroll department?	
From this, can we generate a detailed listing of each employee's activities between a range of dates?	
Does the system accumulate this activity on our officers automatically based on the information entered into the CAD system, or must we enter it ourselves?	
Is there a place we can enter hours and activity outside of the CAD system? If so, please send us a picture of the data entry screen for employee's hours and activities.	
Will the system let us maintain detailed leave (accrual detail, usage detail, and current balance) information for each employee (vacation, sick, comp time, etc.)?	
How many types of leave will it let us track?	
Will it let us predefine accrual rates and then automatically accrue leave earned by each employee at the proper time?	
Will the system let us maintain detailed certification records on each employee?	
. . . training records?	
. . . special skills/abilities records?	
. . . performance reviews, commendations, and disciplinary actions?	
. . . an inventory of all of the items which the department has given them to use and which should be returned upon termination?	
Will the system notify us when it is time for an employee to renew a certification? How so?	
From the CAD system, can we quickly bring up a list of all of the employees that have a particular special ability or certification?	
Can this list be brought up such that those employees who are currently on duty are at the top of the list and highlighted?	
Payroll	
What interoperability does your system have with payroll systems?	
Can it export payroll data in a customizable format?	
Can it interface with Tyler Systems Incode or New World Systems Payroll?	
Reporting	
Do all of the answers provided under "Reporting" in the "General Software Information" section up above apply to all of the RMS modules? If not, please explain.	
What reports does your system provide which will help shift commanders tabulate and analyze the activities of their officers?	
Can we produce a report which compares the activity of a particular officer in his neighborhood and/or zone with the average activity of that	

| neighborhood/zone? Both in summary and in detail? | |
| We receive many "open records" requests. Can we quickly and easily produce a report containing all of the open records related to any case? | |

UCR & IBRS Reporting	**Responses**
Does your system produce 100% accurate UCR reports that conform to the current federal standards?	
Which of the many UCR specific reports does your system produce?	
Do you guarantee that you will keep those reports in compliance with federal standards for a minimum of ten years (assuming of course that you are still in business?)	
Iowa has very specific IBRS reporting requirements. As a result, most vendors have to customize their systems in order to comply. Does your system currently comply with Iowa IBRS reporting requirements?	
Has it been certified by the state?	
If it does comply, which forms does it produce the reports in? on paper, magnetic media, direct wire transfer?	
If your software currently does not comply, would you be willing to make whatever changes are needed to comply, get it certified by the state, and guarantee that you would keep it in compliance for a minimum of ten years (assuming that you are still in business) if we select you as our vendor?	
If not, what would you be willing to do?	
Can we run your UCR or IBRS reports for any range of dates?	

Case Management	**Responses**
Do you have a Case Management Module?	
What does it use as a case ID?	
Can it manage accident investigations as well as criminal investigations?	
How many internal case numbers can be assigned to a single incident?	
Can we get an on-screen list of all of the other records in the database that are associated with each case?	
Is all of the case information accessible from the incident record?	
Will the system let us set up cases but not assign them to anyone (just leave them in an "on hold" status)?	
What fields does the system provide for us to use to categorize our cases?	
Can we get an on-screen review of the case load of each investigator?	
Will the system tell us (based on the offense codes) which investigator a case should normally be assigned to?	
Does the system provide a way to keep detailed activity records associated with each case?	
Can we get an on-screen review of the current status and all of the activity associated with each case?	
Can we get a report by date range which identifies who has been getting how many cases and where they are at on them?	
When we create a case, what will the system do to help us make sure that we	

are not creating a duplicate case?	
When we assign a case, will the system automatically let us know if there is already an open case with the same defendant so that we avoid duplication of effort?	
If not, what would we have to do to get this information?	
Does the system main a case status log which identifies the date and time and reason for each change in the cases' status?	
Can unlimited narratives, notes, and files be attached to a case?	
Can all of the information related to a case be printed out on a single report?	
What does your system do with solvability factor in helping determine which cases should be assigned and which should not?	
Does the system provide any scheduling/reminder capabilities which will let the investigators schedule their tasks and be reminded along the way as different things need to be done? If so, please explain.	
If not, then which software do you recommend that investigators who use your system use to handle such needs?	
Will the system let us track personnel assigned from outside agencies?	
Does it provide a way for us to keep track of all of our leads and detail how each one played out?	
Does the system provide a way for us to keep "major" cases separate and apply special security to them? And yet still connect them to other records in the database?	
How does the system produce photo lineups?	
Does the system assist in identifying photos to use in creating the lineup, and if so, how?	
Does the system save lineups once they have been created and used, and maintain a record of each use?	

Mobile Data Terminals	Responses
Does your MDT system maintain a live connection with the network database (via broadband or other live link), or does it maintain a separate set of records which are exported to the network database through some process during the shift, or both?	
What operating systems does your MDT module fully support?	
Will it run on an Android or iOS tablet?	
Is it designed to work with touch screens?	
What data and/or modules on the server can be accessed remotely through the MDT system?	
How does the system interface with the state's NCIC system, with	
Which MDT unit(s) would you normally recommend for use with your system in Iowa weather?	
Please send us detailed information about how your MDT system makes use of client-server technology to minimize the amount of information that actually has to pass between the in-car computer and the server back in the department.	
Are there any limitations to what the in-car users can access from the programs and data on the server other than those imposed by standard system security? If so, what?	
Can your MDT system accommodate signatures? If so, how?	

Can it bring photographs to the screen? Quickly?	
Does it provide a way for reports to be filled out on-line in the field by the officer, transferred to the supervisor on duty for approval, be sent back to the officer for corrections, sent back for reapproval, and then finally be updated into the database?	
Does the system provide a way for us to design our own report entry screens and map those fields into the database?	
Does it provide a way to store the completed report with the officer and supervisor's signatures?	
Do you intend to interface your MDT system with the State of Iowa's MARS system?	

SWAT Team Activity	Responses
Do you have a SWAT Team module?	
If not, do you interface with a third party package?	
Please send us detailed information on your package or the contact information for the third party system.	

Officer Training/Curriculum Planning/Grading	Responses
We are looking for a module that will help us design and plan our curriculum, track the different officer's progress through the training, and then grade and print the results of the various training activities. We realize that we may need to look to a specialized product produced by a company which works with academic institutions. But just in case, do you have such a system?	
If not, do you interface with a third party package such that we would not have to reenter the training details into your system after entering it into theirs?	
Please send us detailed information on your package or the contact information for the third party system.	

Jail Management	Responses
Is your Jail module fully integrated with the rest of your public safety system as we have described in our "Ideal System" previously in this document?	
If it is not, how is it not?	
Does the Jail system maintain operate on the same security that is set up in the rest of the system, regarding jurisdictions, and users, and access rights to the various tables?	
If it is convenient to do so, please provide us with a list of all of the fields in each of the records that the system keeps track of.	
Does the system provide for the ability to attach notes, narratives, and files (as discussed earlier in this document) to all of the records in this system?	
If not, then which records will allow such attachments?	
Booking	
If the person already exists in the records management system from a previous encounter with any of the jurisdictions, does the booking system	

automatically fill in any information on the person which is already in the system (including description details, medical records, and etc.?)	
If the incident already exists in the records management system, does the booking system automatically fill in any information from that case which is already in the system?	
Does it . . . check the hazards/warnings/notes/alias info associated with the person and alert the officers of any concerns?	
. . . identify any outstanding BOLO, "wanted," "missing," or "hold" records on this person and allow them to be cleared?	
. . . allow for warrants to be served as part of the booking process?	
. . . check for juvenile status?	
How many offenses will the system let us enter per arrest?	
What does the system do to simplify multiple entries of the same offense?	
Will the system automatically calculate the release date and time? In spite of multiple sentences (potentially concurrent?)	
How does it allow us to capture the inmate's signature and the officer's signature into the system at the time of booking?	
Does the system provide a means of capturing the inmate's picture on-line at the time of booking? And if so, in which file formats?	
How about finger prints?	
What other types of biometric data?	
Does the system print wrist bands for inmates?	
Does it print any other form of inmate identification?	
Does the system keep track of all inmate housing facilities and assignments?	
Will it suggest where an inmate should be housed at the time of booking? What factors does it take into account in making that recommendation?	
If the booking process is interrupted and another officer must complete it, will the system allow the new officer to log in to the system and continue the process from where it left off, and accurately identify who did what? If not, how will this work?	
Medical info.	
What degree of flexibility does the system provide to change or add to the on-screen medical history questionnaire?	
Risk management questionnaire?	
Does it provide a means of scheduling medication for inmates?	
Print labels for medication envelopes?	
Print a medication distribution schedule for each individual inmate? A combined daily schedule for all of the inmates in the jail?	
Provide a real-time on-screen alert (if wanted) when it is time for someone's medication to be administered?	
Provide a means of recording each occurrence of administering medication, including date, time, dosage, comment, and person administering it?	
Property	
Does the system provide a complete property inventory for all items held for the inmate?	
Does it track the storage location of each item of property and keep a record of each time the storage location changes?	
Can items be assigned to containers and envelopes and then handled that way so that each individual item does have to be moved or returned separately?	

Will the system track storage lockers/locations and whose possessions are in which one?	
Will it automatically suggest the next available locker at booking time?	
Will it make sure that a locker that is already is use is not used twice?	
Will the system also keep track of all items issued to the person?	
Both consumable and non-consumable items?	
Can different combinations of standard issue be pre-defined so that they can be assigned in one step (selecting which combination to issue) rather than having to specify each item separately?	
Will the system require the return of these items at the time of release?	
Accounting	
Does the system provide an accounts receivable and cash receipts system which tracks all charges occurred and payments made by each inmate?	
What different types of fines, charges, bonds, and etc. will the system let us enter?	
How many of each will the system let us enter for each person? For each offense?	
Can the system be set up to automatically accrue reoccurring charges on a daily/weekly/or whatever frequency we specify basis?	
Will the system keep a detailed record (transaction register) of the cash account of each inmate, and print receipts for each entry?	
Can the system bill other agencies for housing their inmates? Please explain how this works in your system?	
Will it actually produce the invoices and statements to send to those agencies and keep track of the accounts receivable?	
Activity Tracking	
Does the system maintain an activity log for each individual inmate?	
For the entire jail?	
Does it include:	
Meals (Regularly scheduled and special)?	
Medical events (injuries, problems, or the reports thereof)?	
Medication administered?	
Releases?	
Movement?	
All Visitors and Phone Calls?	
Misc events (meetings, conflicts, anything deemed important to record)?	
What other kinds of activity?	
Does the system provide a way to set up a regular schedule of events for the jail and then have those automatically register in the activity log at the appropriate time without additional entry?	
Does the system provide a quick-and-easy way to track the movement of inmates between locations? And if so, what?	
What information will it let us enter in on each visitor? Are they entered into the master name index, or kept in a separate way?	
Does the system provide a complete on-line booking history for each inmate which lists all activity from the time of booking through the time of release?	
Can it be retrieved by name? SSN? What else?	
Releasing	
What checks does the system provide at the time of release to make sure that	

the inmate is legitimately eligible to be released?	
What release documents does the system provide?	
Does it provide for the entry of the courthouse disposition in order to close the case?	
Reporting	
Can we print (in a single report) all of the records that we have on file related to a present or past inmate?	
Out of not only the Jail system but the entire RMS system?	
Will the system print fingerprints in a format which will be accepted by the FBI and the DCI? Please explain.	
Interfaces	
Does your system interface with each of the following products that we use in our Jail? If not, do you interface with another product, or do you handle this requirement in a different way? If so, what? Please provide info.	
- COBRA Banker by Swanson?	
- AFIS /livescan (for finger prints)?	
- VIN (Victim Identification Notification)?	
- Guardian RFID?	
Misc	
Does the system provide a way to track inmate complaints, activity, and resolution?	

Accounts Receivable and Billing	Responses
Many of the modules involve fines, payments, billing, and managing money. Does your system have any centralized financial module which interfaces with all of these other modules and also provides the reports necessary for the City's Finance Dept., or the County Auditor's Dept.?	
Does the system track accounts receivables?	
Will it automatically accrue interest and other charges over time?	
Will it print invoices and statements?	
Does it produce detailed cash flow reports to provide to the accounting departments?	

Civil Process	Responses
Does the system come with a module which manages the processing of civil papers?	
Is it fully integrated with the rest of the system?	
Does it include its own billing system, or does is it integrated with a centralized one?	
Does it recommend who should deliver different papers, based on type of paper, or location of delivery?	

Permits and Licenses	Responses
Which types of permits and licenses do you have modules for? (i.e. concealed weapon, peddler, liquor sales, pet, etc.)	
Are they fully integrated with the rest of the RMS databases (name, address,	

etc.)? Will a search on an address or name reveal these as well?	
Do they handle billing? Receipts? Statements?	
How do they handle renewals?	
How do they handle accounts receivable?	
Can we attach documents (like narratives or scanned images) to permits?	
Do permits have their own narrative section available?	
Does the system enable us to track whether each application was denied or suspended and the reason?	

Document Imaging	Responses
As described in our "Ideal System" description that is in the introduction of this document, we desire to minimize paper. Do you provide an integrated document imaging system as part of your system?	
If not, do you interface with a third party package?	
If a third-party system, please specify which system and explain the nature of the interface.	
If a third-party system, how does it link fields in the RMS to become indices in the document imaging system?	

Misc	Responses
What additional third-party systems and/or state and national databases does your system interface with?	
Where does your system maintain protection orders?	

Price estimate

In addition to the information which we have asked for in the Request for Information, we would also like to receive a rough price estimate from you. Please complete the following form and send it to us. We aren't after a cast-in-stone proposal from you at this point – just a good estimate. If we are interested enough, we will ask for a formal proposal at a later time.

Instructions:

- Odds are that your software may be available to run on multiple server platforms. Given that we currently operate entirely on Intel-based, Ethernet, Gigabit, Windows Server network and desire to access your software from our Windows 7 PCs attached to that network, please specify the hardware/software specs that you would recommend we use for the application server(s) for your software (we will not run it on our file server.)

- If you also have a hosted option, please provide us with (1) the comparable price estimate for that service, and (2) the recommended bandwidth (upload and download) that each of our organizations should have to use it.

- Only fill in the software prices and services which are applicable for the applications which you would provide to us. You may ignore the rest.

- We have provided a list of all of the software capabilities that we are looking for back in the "Software Modules" section of this document. Please list out all of your software modules that would be necessary to purchase in order to have all of those software capabilities. Please list other modules that you provide (but that we have not asked for) in the "Additional Software."

- Assume that we will have twenty-five simultaneous users of your software for licensing and pricing purposes at this point, including several running RDP.

- Assume that we have ten years worth of history (based on the volumes listed in the introduction), and plan to be able to hold another five on this hardware before needing to add additional capacity. Include a rough liberal estimate of the disk space that would be required, and then use that as your guide to provide for ample disk capacity on the application server.

- Where applicable (as in training, data conversion, etc.), please specify the number of hours-or-days that you are estimating a task to take and your cost/hour-or-day so that we will have a better idea of what the total is based on. We understand these are just guesses based on norms until we provide you with additional information.

- We understand that it is difficult to estimate a data conversion cost without knowing the condition of the existing data. Our existing data is in bad shape. There are many duplicates. Assume a semi-difficult data conversion (above-average cost) in your estimate. We may elect not to convert any of our existing data.

Vendor Name: _____

Hardware/Software Item	Specifications
Number of servers (and purpose of each)	
- recommended processor configuration	
- recommended RAM	
- recommended disk configuration	
Preferred Server O/S	
Preferred Server Database (if required)	
Any other required system software	

Software Item or Service (list each software module and its cost followed by its associated training time and cost)	Hours	Cost/ Hour	Price	Annual Support
TOTAL				

Additional Hardware, Software, or Modifications Required or Recommended	Cost Details

Implementation

The Clinton County I.T. Department will want to be actively involved in the implementation process. They will install all servers and other hardware and system software into their networks. They will also be involved with the installation of your software to make sure that it is done in an optimal fashion with their existing setup, and that they are familiar with it.

Purchasing Options

Please explain the options that we would have for payment on your system. Obviously, if we have the full amount up front, we can just pay for it. What additional options do you have available?