



Incident Crime Mapping and Analysis Mobile
Dashboard
Request for Proposal (RFP)

Distributed by:

**Oakland County Information Technology
1200 N. Telegraph Road, Bldg. 49W
Pontiac, MI 48341
February 1, 2012**

Table of Contents

| | | |
|------|---|----|
| 1.0 | INTRODUCTION | 1 |
| 2.0 | BACKGROUND INFORMATION | 2 |
| 2.1 | OAKLAND COUNTY OVERVIEW | 2 |
| 2.2 | PROJECT TEAM OVERVIEW..... | 2 |
| 2.3 | INCIDENT CRIME MAPPING AND ANALYSIS MOBILE DASHBOARD OVERVIEW | 2 |
| 2.4 | INFORMATION TECHNOLOGY OVERVIEW | 3 |
| 2.5 | CURRENT SYSTEMS OVERVIEW..... | 4 |
| 3.0 | REQUIREMENTS..... | 6 |
| 3.1 | GENERAL BUSINESS OBJECTIVES | 6 |
| 3.2 | SOFTWARE FUNCTIONALITY REQUIREMENTS..... | 6 |
| 3.3 | TECHNICAL REQUIREMENTS..... | 7 |
| 3.4 | IMPLEMENTATION SERVICES REQUIREMENTS | 8 |
| 3.5 | LICENSING AND SOFTWARE SUPPORT REQUIREMENTS..... | 9 |
| 4.0 | RESPONSE SUBMISSION REQUIREMENTS | 10 |
| 4.1 | PROPOSAL SUBMISSION DEADLINE | 10 |
| 4.2 | EXCEPTIONS | 10 |
| 4.3 | PRICE QUOTATIONS..... | 10 |
| 4.4 | ACCEPTANCE OF RFP CONTENT..... | 10 |
| 4.5 | PROPOSALS BINDING..... | 11 |
| 4.6 | PROPOSAL COSTS | 11 |
| 4.7 | ECONOMY OF PROPOSALS | 11 |
| 4.8 | MULTIPLE PROPOSALS | 11 |
| 4.9 | PRIME CONTRACTOR RESPONSIBILITY | 12 |
| 4.10 | COMPLETE SERVICES/PRODUCTS | 12 |
| 4.11 | SOLICITATION QUOTATION | 12 |
| 5.0 | PRICE PROPOSAL REQUIREMENTS | 13 |
| 5.1 | PRICE PROPOSAL CONTENT | 13 |
| 6.0 | PROPOSALS | 14 |
| 6.1 | PROPOSAL FORMAT..... | 14 |
| 6.2 | SELECTION CRITERIA | 18 |
| 7.0 | TIMETABLE..... | 19 |
| 8.0 | PROJECT CONTACT..... | 20 |
| 9.0 | OTHER RELATED MATTERS | 21 |
| | APPENDIX A – SOFTWARE FUNCTIONALITY REQUIREMENTS RESPONSE TABLE..... | 22 |
| | APPENDIX B – TECHNICAL REQUIREMENTS RESPONSE TABLES | 24 |
| | APPENDIX C – IMPLEMENTATION SERVICES RESPONSE TABLE..... | 26 |
| | APPENDIX D – COST RESPONSE TABLES..... | 27 |

ATTACHMENT 1 – WORKSTATION SOFTWARE STANDARDS 33

ATTACHMENT 2 – GLOSSARY OF TERMS 34

ATTACHMENT 3 – OAKLAND COUNTY PROFESSIONAL SERVICES
CONTRACT 35

1.0 INTRODUCTION

The Oakland County Purchasing Department in conjunction with Oakland County's Department of Information Technology is issuing this Request for Proposal (RFP) to obtain SEALED BID proposal responses for Incident Crime mapping and Analysis Mobile Dashboard which will satisfy the requirements described in this RFP.

The objective of this RFP is to provide sufficient information to enable qualified respondents to submit written proposals. This RFP is not a contractual offer or commitment to purchase services. Respondents must be bona fide providers of the products and services requested, using software that is currently installed and working at customer sites that may be inspected by representatives of Oakland County.

To respond to this RFP, proposals must conform to the procedures, format, and content requirements outlined in this document. Significant deviations may be grounds for disqualification. Oakland County reserves the right to waive, at its discretion, any irregularity or informality that Oakland County deems correctable or otherwise not warranting rejection of the RFP.

2.0 BACKGROUND INFORMATION

The following background information has been provided in support of the Incident Crime mapping and Analysis Mobile Dashboard RFP. Additional information can be found on Oakland County's website at www.oakgov.com

2.1 Oakland County Overview

Oakland County Michigan is located in southeast Michigan, immediately north of the City of Detroit. The county covers 910 square miles, and encompasses 61 cities, villages and townships (CVTs). Located astride the Interstate 75 corridor and at the heart of "Automation Alley", Oakland County is a world technology center. In 2000, Oakland County's population was 1,194,156, a 10.2% increase from 1990. With approximately 440,000 parcels of property and an increase of approximately 7,000 parcels per year, Oakland County has added over 10 billion dollars in total property value over each of the last five years. Oakland County features one of the lowest operating tax rates in the state, has perennially been the highest job-producing county in Michigan, and is home to six Fortune 500 companies. Oakland County is one of two dozen counties in the nation with the coveted AAA bond rating and in 1998, a bond rating agency ranked Oakland County the best run county in America.

2.2 Project Team Overview

CLEMIS staff and necessary IT Staff as determined by the statement of work.

2.3 Incident Crime mapping and Analysis Mobile Dashboard Overview

Currently CLEMIS participants are using an antiquated Crime Mapping application utilizing outdated technology which will no longer be supported by ESRI. There are currently problems that cause user frustration; some of the major problems are:

- database lockups
- incorrect query results
- limitation in the number of records returned
- limited functionality
- mobility is limited
- unable to publish to a public website

Both application services and CLEMIS spend many hours troubleshooting and patching fixes to keep over 400 users from eighty-four public safety agencies up and running. The application (Crime IMS) is used and accessible by CLEMIS participating agencies utilizing the CLEMIS RMS system.

2.4 Information Technology Overview

The Department of Information Technology (IT) is a service bureau that provides Information Technology services to 82 County Divisions, more than 100 local governmental units (assessor’s office, treasurer’s office, law enforcement, prosecutor’s office, etc.), over 50 private sector customers, and over 1,300 @ccess Oakland customers. IT is responsible for over 150 major applications consisting of more than 8,000 programs and provides systems support, maintenance, enhancements and new development for all major systems applications.

The Department of Information Technology employs approximately 166 staff, is under the administration of the County Executive and is comprised of the following organizational divisions:

- Administration – Internal Services
- CLEMIS & Public Safety
- Application Services
- Technical Systems & Networking

Overall, Information Technology’s customer base spans several different disciplines, including:

- Health & Human Services
- Court Services
- Public Safety (Police, Fire, EMS)
- Clerk/Register of Deeds
- Facilities Management
- Sheriff
- County Executive
- Cities, Villages, & Townships
- Oakland County International Airport
- Equalization & Treasurer
- Finance & Human Resources
- Drain Commissioner
- MSU Extension/Oakland
- Parks & Recreation Dept
- Prosecutor
- Board of Commissioners
- External Customers
- Community & Economic Development

Information Technology maintains a diverse technology portfolio based on a number of established computing standards. These standards are used as a guide when selecting commercial-off-the-shelf applications. In general, Information Technology provides the following services to its customers:

| Information (Data) Services | |
|---|--|
| RDBMS and Mainframe Database Administration and Standards | RDBMS and Mainframe Database Design, Access and Security |
| RDBMS and Mainframe Database Recovery and Storage | Data Warehouse Design, ACCESS and Security |
| GIS Database Design, Access and Security | Digital Picture Database Administration |
| 24/7 Data Center Management | |
| Application Development Services | |

| | |
|--|---|
| New Product Research and Testing | Custom Application Development and Code Management |
| “Commercial off-the-shelf” Software Selection and Implementation | Business Process Improvement |
| Office Automation Software | “Commercial off-the-shelf” Software Maintenance and Support |
| Technology Services | |
| Asset Management | Automated Software Delivery |
| Anti-Virus Maintenance and Control | Technology Standards Management |
| Internet Services (Web Hosting, FTP, and Web Browsing) | LAN Network Administration and Management |
| Network Directory Services and File Storage | WAN Network Administration and Management |
| Disaster Recovery Planning | Printing, Plotting and Fax Management |
| Telephone and Paging Management | Remote Access Management |
| Network Security and Authentication | PC Support and Maintenance |
| Video Conferencing Services | Server Hardware Support and Maintenance |
| Internet Security and Firewall Management | Technology Testing and Prototyping |
| Wireless Network Mgt and Administration | Web Site Design |
| Training and Support Services | |
| 24/7 Service Desk Support | Technology Newsletters and Publications |
| Software and Application Training | Technology Project Mgt and Mentoring |

2.5 Current Systems Overview

CrimeIMS, created to serve a large user base group with simplicity, was built in ESRI’s ArcIMS platform. Programmers from Oakland County and ESRI worked together to build and program a crime mapping product using ESRI’s ArcIMS platform 8 years ago. Python scripting is used to import incidents from CAD and then update from CLEMIS’s records management system. Other processes such as geocoding are used to create/capture coordinates. This enables incidents to be placed on the map. ESRI’s SDE product is used to store and access geographic information such as sexual offenders, patrol areas, incidents, parolees, streets, parcels, lakes, orthophotography and other required map layers.

CrimeIMS allows users to create queries by walking through a series of tabs from a popup window. The tabs allow them to select crime types, date perimeters, locations, and put a title on a map. The last tab allows them to review their selection or name and save their query. From the queried data there are 2 reports and 3 charts that are created as well as a map. The user can save each of these only to a PDF format only.

Incident data for this application only includes the highest crime type on an incident, making it impossible for users to do accurate crime analysis.

There are many limitations to this outdated technology. Users are unable to create their own views, change symbology or create complex queries against the

data. Analysis capabilities such as hot spot mapping or predictability which are essential components in intelligence or data driven policing are non-existent. Additionally, users cannot add new layers or create their own views. Only programmers have access to add new layers

CrimeIMS and the ArcIMS technologies are obsolete technology and perform poorly.

3.0 REQUIREMENTS

The requirements set forth in this section of the RFP serve as a minimum guideline for the Department of Information Technology in its selection of Incident Crime mapping and Analysis Mobile Dashboard software. The requirements have been grouped into five sections; General Business Objectives, Software Functionality Requirements, Technical Requirements, Implementation Services Requirements, and Licensing and Software Support Requirements.

3.1 General Business Objectives

The Department of Information Technology seeks to obtain Incident Crime mapping and Analysis Mobile Dashboard solution that satisfies the following business objectives:

- To upgrade CrimelMS an obsolete crime mapping tool from ESRI's ArcIMS to the ArcServer platform.
- To enhance Incident Crime mapping and Analysis by increasing data sources.
- To add analytical functionality that supports intelligence led, data driven policing.
- To enhance output of analysis.
- To enhance community oriented policing by publishing data out to the public.
- To add the ability to use multiple offenses for single incidents thus enhancing analysis
- To have multiple role call views available such as CAD data, RMS data, AVL data, DDACTS analysis, parolee and sexual offender data and the ability for user-defined role call reports.
- To have data available to the patrol officer mobile devices such as mobile data computers and hand held devices.
- Publish crime data on the web to help heighten public awareness.

Respondents must describe how their system supports these business objectives as well as highlight the realizable tangible and intangible benefits Oakland County could expect to gain from selecting their solution.

3.2 Software Functionality Requirements

Appendix A – Table A-1. Software Functionality Requirements Response Table contains an inventory of the functionality desired in the selected Incident Crime mapping and Analysis Mobile Dashboard solution. Proposals that do not satisfy the mandatory requirements outlined in Appendix Table A-1 will be rejected. Respondents must complete Appendix A – Table A-1. Software Functionality Requirements Response Table.

In addition to completing Table A-1. Software Functionality Requirements Response Table, respondents must provide responses to the requirements specified in the remainder of this section.

Software functionality in Appendix A and outlined above that must be custom-developed by the respondent must be clearly identified in the response. The respondent is encouraged to include required custom-developed functionality in Appendix A. Respondents shall describe how the additional features and upgraded modules can be incorporated into the basic system used by the County.

Value added functions, not listed above as requirements, will be considered during the evaluation of all proposals. If a proposed solution contains any other features, which are not listed in Appendix A, the respondent is encouraged to include the description of the functionality in their Appendix A response. Respondents should indicate all optional equipment necessary for such value-added functions. By including value-added functions in the Appendix A response, respondents will be able to clearly identify value-added functions that exist as part of their standard system functionality, rather than as options. Costs for system functionality must be documented in Appendix D – Cost Response Tables.

3.3 Technical Requirements

1. Appendix B – Table B-1. Technical Requirements Response Table contains an inventory of the technical specifications desired in the selected Incident Crime mapping and Analysis Mobile Dashboard solution. Proposals which do not satisfy the mandatory requirements outlined in Appendix B will be rejected. Respondents must complete Appendix B – Table B-1. Technical Requirements Response Table.
2. Appendix B – Table B-2. Hardware, Software, Peripheral Requirements Table provides the respondent the opportunity to identify hardware, software, and peripheral devices required for Oakland County to implement proposed technical solution. Respondents must complete Appendix B – Table B-2. Hardware, Software, Peripheral Requirements Table.

In addition to completing Appendix B technical tables, respondents must provide responses to the requirements specified in the remainder of this section.

1. Respondents must discuss the top five distinguishing technical features of their crime mapping and analysis mobile web based dashboard software.
2. Do you currently have the requested requirements in your software product or is more programming required?

3. Is your product currently supported 24/7?
4. Do you provide onsite support after installation if necessary?
5. Do you supply training for multiple user types?
6. Do you supply ongoing training when versions change?

Technical requirements outlined in Appendix B and above that must be custom-developed by the respondent must be clearly identified in the response. The respondent is encouraged to include required custom-developed functionality in Appendix B. Respondents shall describe how the additional features and upgraded modules can be incorporated into the basic system used by the County. Costs for technical architecture must be documented in Appendix D – Cost Response Tables.

3.4 Implementation Services Requirements

Respondents must provide responses to the implementation services requirements specified in this section of the RFP.

1. Respondents must provide the implementation services described below as part of the Incident Crime mapping and Analysis Mobile Dashboard implementation. Respondents should describe the implementation services including assumptions and exclusions, approach and estimated effort for the following services:

- Installation of all software
 - Set up data queries
 - Set up extraction tools
 - Set up security
 - Set up user profiles
 - Set up initial role call views\reports
 - Set up geocoding processes
 - Set up links to other data sources
 - Create a complete list of all software required for your solution
 - Create a complete list of all hardware and specifications required
-
- Oakland County may choose to have the selected respondent provide some or all of the additional professional services described below. Respondents should describe the implementation services including assumptions and exclusions, approach and estimated effort for set up and installation of ArcServer and ArcSDE.

2. Respondents must provide an implementation plan that clearly indicates the

roles and responsibilities of the respondent and those of Oakland County, keeping in mind that the goal of the County is to have the Incident Crime mapping and Analysis Mobile Dashboard implemented as soon as possible.

Respondents must use Appendix C – Table C-1. Implementation Plan Table as the format for an implementation plan. The implementation plan format contains the following high-level phases of potential work:

- **Project Management** – contains activities to manage the project.
 - Implementation/Installation of proposed solution
 - Data extraction and conversion methods and options
 - Build role call views/reports
 - Provide global system-level training to CLEMIS staff
 - Provide train-the-trainer to pilot agencies and CLEMIS support staff
 - Production Implementation and support
3. The implementation plan must be supported by a Statement of Work narrative describing the tasks, responsibilities of the respondent and those of Oakland County, and critical risk factors for tasks mentioned above.

Respondents must include professional services required for the Incident Crime mapping and Analysis Mobile Dashboard implementation in their RFP response that satisfies the requirements set forth in the RFP. Costs for implementation services must be documented in Appendix D – Cost Response Tables.

3.5 Licensing and Software Support Requirements

Respondents must provide responses to the licensing and software support requirements specified in this section of the RFP.

1. How is your software product licensed; by user, computer or can a site license be purchased?
2. How often are software updates done and how are they deployed?
3. If a bug is found how long before it is fixed and deployed?
4. Are all costs included in the quote for required software including third-party products?
5. Costs for annual and multiple-year maintenance and support agreement options.

Respondents must provide licensing and software support services required for the Incident Crime mapping and Analysis Mobile Dashboard System that satisfies the requirements set forth in the RFP. Costs for implementation services must be documented in Appendix D – Cost Response Tables.

4.0 RESPONSE SUBMISSION REQUIREMENTS

The administrative rules and procedures that guide the proposal process are described in this section. Failure of the respondent to adhere to them may result in elimination of the respondent from further consideration in the proposal selection process.

4.1 Proposal Submission Deadline

Two hardcopies and two copies on CDs in Adobe Reader PDF format of your proposal, clearly marked "Oakland County Department of Information Technology Incident Crime mapping and Analysis Mobile Dashboard System Proposal" must be received and stamped by the Oakland County Purchasing Division no later than February 23rd, 2012.

4.2 Exceptions

Any exceptions to the attached specifications or RFP objectives must be clearly stated in the formal quote letter under a separate section entitled "Exceptions". If any exceptions are taken, an explanation must be made giving in detail the extent of the exception and the reason for it. Failure on the part of the respondent to list exceptions as instructed above will be interpreted that the respondent has taken no exceptions and that the offering is in complete conformance to the specifications and RFP objectives contained herein. Any exceptions or deviations discovered after the closing date will be to the Vendor's account and, consequently, will not be negotiated.

4.3 Price Quotations

All prices shall be quoted in U.S. dollars. Fixed prices for software, services, and hardware should be quoted, wherever possible. Where uncertainty exists, quote estimated costs or a range of costs. Unless respondents specifically note otherwise, prices quoted will be considered firm. If any additional purchases are required through one year from award date of the contract, they shall be at the contract unit price. In case of error in the extension of prices in the proposal, the unit prices shall govern.

4.4 Acceptance of RFP Content

Provisions of the RFP and the contents of the successful response will be used for establishment of the final contractual obligations. Oakland County retains the option of canceling the award if the selected respondent fails to accept such obligations. Oakland County and the selected respondent shall enter into a written contract for the work to be performed. It is expressly understood that this RFP and the respondent's proposal may be attached and included in an agreement signed by Oakland County and the selected respondent.

4.5 Proposals Binding

All proposals submitted shall be binding upon the respondent, if accepted by Oakland County, for 180 calendar days from the proposal submission deadline. No proposals may be withdrawn during this 180-day period. Negligence upon the part of the respondent in preparing the proposal confers no right of withdrawal after the time fixed for the submission of proposals.

4.6 Proposal Costs

The respondent shall be responsible for all costs incurred in the development and submission of this proposal. Oakland County assumes no contractual obligation as a result of the issuance of the RFP, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of finalists. Oakland County shall not be contractually bound until Oakland County and the selected respondent have executed a written contract for performance of work.

Appendix D – Cost Response Tables contains cost response forms. The forms must be used to document the cost for software and services in the respondent's proposal.

4.7 Economy of Proposals

Proposals and presentations should be prepared simply and economically, providing a straightforward and concise description of the respondent's capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, etc. are not necessary. Emphasis should be placed on completeness and clarity of content.

4.8 Multiple Proposals

Multiple proposals or substitutions will be considered and are defined as the submission by the same respondent of two or more responsive proposals offering variations in the hardware and software configurations each of which meet the requirements of the RFP. Multiple proposals shall be submitted separately, clearly noted as alternatives and will be evaluated as independent proposals.

4.9 Prime Contractor Responsibility

Respondents have an option of subcontracting for products and services they propose. If any products or services are to be subcontracted, the respondent shall provide, within the proposal, a description of the subcontracting organization and the contractual arrangements made therewith. All subcontractors will be subject to approval by Oakland County. The selected respondent will also furnish the corporate or company name and the names of officers or principals of said companies proposed as subcontractors. Oakland County will consider the prime contractor to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements. The selected respondent shall cause appropriate provisions of its proposal to be inserted in all subcontracts ensuing to insure fulfillment of all contractual provisions by subcontractors.

4.10 Complete Services/Products

The selected respondent shall be required to (1) furnish all tools, equipment, supplies, supervision, transportation, and other accessories, services, and facilities necessary to complete the work (2) furnish all materials, supplies, and equipment specified and required to be incorporated in and form a permanent part of the completed work (3) provide and perform all necessary labor; and (4) perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and conditions of this RFP and the resultant agreement.

4.11 Solicitation Quotation

For additional information see attached Solicitation Quotation – Professional Services.

5.0 PRICE PROPOSAL REQUIREMENTS

Respondents are required to submit separate and distinct price information for their primary system proposal and any alternatives in a separate section. All price quotations shall be valid for 180 days from the proposal due date. The respondent will be responsible for achieving an operational configuration for the cost quoted. The cost of any items determined to be missing from the quote but essential to fulfilling the configuration shall be borne by the respondent.

5.1 Price Proposal Content

Every respondent shall provide an itemized Price Proposal including Appendix D – Cost Response Tables. Quote costs for all software and services described in Sections 1 through 7 and Appendix A, B, and C of this RFP. Each major component, including integrated software and hardware elements, shall be identified by both common names. Both unit prices and extensions (if applicable) shall be quoted for each component or basic subsystem. Any and all items (such as software interfaces, cables, connectors etc.) needed to achieve the proposed configuration shall be identified and priced. Any and all additional charges (i.e., shipping, installation, insurance etc.) shall be quoted. In addition:

1. The cost of system documentation must be included in the total software costs.
2. Quote annual and multiple-year costs for the proposed maintenance agreement where applicable. In addition, list cost of training increments included with the system purchase. Quote the cost of additional training increments along with any conditions attached to their purchase.
3. Quote a lump sum and hourly rates for implementation services and consulting services that could be enlisted for the implementation of the Incident Crime mapping and Analysis Mobile Dashboard System.
4. List separately any optional features price, but do not include these optional features in the total system price.
5. Specify any discount options associated with the proposal(s). If applicable, State Bulletin prices should be included for reference.

6.0 PROPOSALS

To expedite and simplify proposal evaluation and to assure that each proposal receives the same orderly review; all proposals must comply with Section 4 – Response Submission Requirements of the RFP and adhere to the format described in this section. Proposals must contain the elements of information specified. Proposal sections and pages should be appropriately numbered. Any variances from specifications, which may be proposed, must be specifically noted.

To assist respondents in completing their proposals, Oakland County has included Attachment 3 – Glossary of Terms to define Oakland County specific terminology.

6.1 Proposal Format

Proposals must include a table of contents listing all sections, figures, and tables. Major sections and appendices should be separated by labeled ring binder index tabs. Pages may be double-sided, and must be numbered.

The respondent must include a copy of their organization’s standard Software Licensing and/or Services Agreement(s) as an Appendix to the Proposal. This agreement shall cover the licensing details for all aspects of proposed system.

Proposals must address the requirements completely and accurately using the required format. The proposals shall be organized according to the following outline:

Transmittal Letter

| | |
|-------------|---|
| Division 1: | Introduction and Executive Summary |
| Division 2: | Experience |
| Division 3: | Response to Commercial Questions |
| Division 4: | Response to Incident Crime mapping and Analysis Mobile Dashboard System Requirements |
| Division 5: | Price Proposal |
| Division 6: | Technical Proposal |
| Appendix: | Software Licensing and Services Agreements |

Division 1: Introduction and Executive Summary

1. Submit a brief executive summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations the respondent desires to make. The executive summary should be designed specifically for review by a non-technical audience and senior management.

2. Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture.
 - Company name and business address, including telephone number, fax number and Internet address.
 - Year established (include former firm names and year established, if applicable).
 - Type of ownership and parent company if any.
 - Respondent's contact name, address, and phone number, if different than Item 1.
 - Brief statement of the firm's background demonstrating longevity and financial stability.
3. Review Attachment 3 Oakland County Professional Services Contract. Acknowledge review and submit itemized descriptions of exceptions with response to RFP.
4. Submit a brief description of respondent's corporate and other organizational history and experience in developing, installing, and supporting Incident Crime mapping and Analysis Mobile Dashboard Systems for government Information Technology offices of comparable or larger sizes.
5. Include discussion of respondent's corporate vision and strategy for addressing the needs of the Incident Crime mapping and Analysis Mobile Dashboard market.
6. Include a discussion of the respondent's corporate vision and strategy related to its Incident Crime mapping and Analysis Mobile Dashboard software addressing the needs of the Incident Crime mapping and Analysis Mobile Dashboard market.

Division 2: Experience

1. Submit a description of at least three relevant Incident Crime mapping and Analysis Mobile Dashboard installations. Relevant is defined as installations using the hardware and software products similar to those proposed for the Oakland County Incident Crime mapping and Analysis Mobile Dashboard System and installations exhibiting the functional and integration components set forth in the RFP. The description must provide the following information at minimum: Organization Name, Contact Person with Address, Telephone Number and Email Address, Participating Organization, Hardware and Software Environment, Date of Installation, Status of Implementation and

Discussion of activities and applications. The respondent agrees that Oakland County may contact the references given and visit installed sites if desired.

2. Submit job descriptions and qualifications for each team member that will be assigned to the Oakland County Incident Crime mapping and Analysis Mobile Dashboard project. Vendor staff qualifications must include longevity with firm, relevant certifications, brief project/assignment history with your company, educational background, and employment history.

Division 3: Response to Commercial Questions

Please answer the following questions directly and specifically, and cite the question before each answer.

1. Provide insurance information for Worker's Compensation, Comprehensive General Liability. Contact Oakland County's Purchasing Department with questions in this regard.
2. Who will be the respondent's authorized negotiator? (Provide name, title, address, telephone number, and email address. The person identified shall be empowered to make binding commitments for the respondent).
3. What is the current financial status and conditions of the respondent? (Provide a copy of the respondent's most current financial annual report and statement of financial condition, or equivalent).
4. Is the respondent an equal opportunity employer?
5. Will the respondent contractually agree to the following:
 - a. Provide onsite (e.g., at Oakland County) staff for training?
 - b. Knowledge transfer to Oakland County staff regarding implementation, integration, etc.
 - c. Guarantee 1-2 hour response time for critical situations reported to your service desk?
 - d. Non-performance holdbacks?
 - e. Allow Oakland County to approve vendor staff assigned to project?
 - f. Provide a Statement of Work that includes, in detail, all deliverables, costs, change control and project management procedures, etc.?
 - g. Provide Oakland County with system documentation for all application modules, including custom modifications and interfaces?
 - h. Indemnify Oakland County for claims asserted by third parties alleged to have been caused by the acts, errors or omissions of your employees.

Division 4: Response to Incident Crime mapping and Analysis Mobile Dashboard System Requirements

The purpose of this section is to describe the required solution for the Incident Crime mapping and Analysis Mobile Dashboard System and give the respondent the opportunity to describe how their proposed solution will support the current and future application requirements of Oakland County. Section 3 of this RFP provides a detailed description of system requirements and identifies questions and/or issues that must be addressed by the respondent.

The respondent is requested, where appropriate, to include supporting literature describing the details of system capabilities, commands, and utilities. If included, this supporting literature must be referenced in the response to the specification and included in an appendix to the respondent's proposal. The inclusion of supporting literature or standard software alone will not satisfy the terms of this RFP.

1. Describe how the respondent's solution helps Oakland County meet its general business objectives as set forth in Section 3.1 of this RFP.
2. Describe the proposed functionality as set forth in Section 3.2 of this RFP.
3. Describe the implementation services as set forth in Section 3.4 of this RFP.
4. Describe the licensing and support services as set forth in Section 3.5 of this RFP.

Include prices for these services in your Price Proposal, (Section 5, Section 6.1 Division 5, and Appendix D – Cost Response Tables). Oakland County reserves the right to negotiate all system acceptance testing procedures, warranties, and terms of software maintenance.

Division 5: Price Proposal

1. Respondents must complete and include Appendix D – Cost Response Tables in their Price Proposal. All prices shall be quoted in U.S. dollars. Where possible, quote a fixed price for the software, services, and extended warranty described in this RFP. Where uncertainty exists, quote estimated costs or a range of costs.

The Price Proposal shall include the price for shipping, crating, insurance, duties, and other costs related to the delivery and installation of the proposed hardware and software.

The Price Proposal shall include the price for software updates including enhancements and Oakland County customizations, training programs and materials, and onsite application development support. Respondents are cautioned to avoid placing components in an 'optional' category. Only components which provide an enhancement over and above that required to meet the detailed specifications may be included as "optional".

Oakland County reserves the right to selectively choose items that the respondents propose. Oakland County intends to make use of the existing hardware insofar as these units meet the proposed specifications of the vendor. During the process of negotiations, Oakland County reserves the right to exercise this privilege in determining the final amount and type of hardware, software, and services intended for purchase.

Division 6: Technical Proposal

Section 3.3 of this RFP provides a detailed description of technical requirements and identifies questions and/or issues that must be addressed by the respondent.

Describe the proposed technical solution as set forth in Section 3.3 of this RFP.

6.2 Selection Criteria

Oakland County will use the following criteria to evaluate respondents' RFP proposal responses meeting the minimum requirements described above. This is not a comprehensive list, nor does the arrangement imply order of importance:

Compliance with RFP Instructions: The proposal will be evaluated for compliance with the instructions set forth in Section 4 and Section 6.1 Division 1 of the RFP.

Business Requirements: The Incident Crime mapping and Analysis Mobile Dashboard System's compliance with the business requirements set forth in Section 3.1 General Business Objectives and Section 6.1 Division 4 of the RFP.

System Functionality: The proposal will be evaluated for compliance with Section 3.2 Software Functionality Requirements and Section 6.1 Division 4 of the RFP. Additional functionality not identified in the RFP will be considered as well.

Technical Architecture: The Incident Crime mapping and Analysis Mobile Dashboard System's Technical Proposal will be evaluated for compliance Section 3.3 Technical Requirements, Section 6.1 Division 6 and with the County's current technical standards.

Implementation Services: Professional services identified in the proposal will be evaluated for compliance with Section 3.4 Implementation Services Requirements and Section 6.1 Division 4 of the RFP.

Licensing and Support Services: Software support, upgrade cycles and warranty services available will be evaluated for compliance with Section 3.5 Licensing and Support Services Requirements and Section 6.1 Division 4 of the RFP.

Corporate Viability and Vision: The selected respondent must exhibit the vision and viability to partner with Oakland County in the establishment of a world-class Incident Crime mapping and Analysis Mobile Dashboard. The respondent's Incident Crime mapping and Analysis Mobile Dashboard System must have an existing installed user base that can be used to verify system functionality and support. Installed sites of similar size and complexity will be considered in this evaluation. Corporate Viability and Vision identified in the proposal will be evaluated for compliance with Section 6.1 Division 2 and Section 6.1 Division 3 of the RFP.

System Cost: The proposal must be cost-effective to implement and preserve the technical and data resources that already exist in the County. The Price Proposal will be evaluated for compliance with Section 5.1 and Section 6.1 Division 5 of the RFP.

Product Demonstrations: Oakland County will ask respondents with the highest written response evaluation scores to spend 1 hour at Oakland County demonstrating scripted software scenarios and discussing implementation approach, assumptions and key success factors.

7.0 TIMETABLE

| <u>Activity</u> | <u>Date</u> |
|---------------------------------------|------------------------|
| Request for Proposal Released | February 3, 2012 |
| Requests for Clarifications Due | February 15, 2012 |
| Responses to Clarifications Published | February 17, 2012 |
| Proposals Due | February 23, 2012@2 PM |
| Vendor Selection | March 2012 |

8.0 PROJECT CONTACT

Any requests for clarification or additional information regarding the commercial issues of this RFP shall be directed via email to petersp@oakgov.com and browerr@oakgov.com and the subject title of the email must contain "Event 002116 Questions". Responses to vendor questions will be published on MITN at www.MITN.info and vendors are encouraged to register on MITN. This bid and any addendums to this bid will also be published on MITN. Response to questions, this bid or any addendums will not be sent directly to vendors.

All requests for clarification or additional information regarding this RFP are due February 15, 2012. No questions will be entertained after this date. All questions and requests for clarification or additional information regarding this RFP will not be considered confidential. These questions and the Oakland County responses shall be shared with all other prospective bidders.

9.0 OTHER RELATED MATTERS

Upon completion of the Department of Information Technology Incident Crime mapping and Analysis Mobile Dashboard Project, the respondent must transfer the rights and use of all deliverable products.

Oakland County will openly entertain any value-added alternative(s) provided by the respondent.

APPENDIX A – SOFTWARE FUNCTIONALITY REQUIREMENTS RESPONSE TABLE

Table A-1. Software Functional Requirements Table

| Number | Functional Requirement (Software Allows Ability to...) | Type | Priority (High, Med, Low) | Existing Ability (Yes, No) | Planned Future Release (Release Number and Date) | Custom Modification (Yes, No) |
|--------|---|----------------|---------------------------------|----------------------------------|--|-------------------------------------|
| 1 | Browser application that can reside on a mobile data computer (MDC) compatible with high versions | IE 7 or higher | High | | | |
| 2 | Application security for multiple jurisdictions | | High | | | |
| 3 | Ability to add data from multiple sources | | High | | | |
| 4 | Access to multiple dashboard views and role-call views based on user roles or name, such as CAD, RMS, DDACTS, parolee, warrants, etc. | | High | | | |
| 5 | Ability to expand a view to full screen | | High | | | |
| 6 | Display data visually on a map | | High | | | |
| 7 | Display charts and reports for further analysis | | High | | | |
| 8 | Interact with the data to create user required queries | | High | | | |
| 9 | Ability to display single queries as well as multiple queries on map | | High | | | |
| 10 | Ability to save a query to rerun at a later time | | High | | | |
| 11 | Ability to create and view charts and reports for active layers as well as queries and export to PDF, MS Excel or other formats | | High | | | |
| 12 | Ability to turn layers on and off | | High | | | |
| 13 | Ability to create pre-configured queries | | High | | | |
| 14 | Ability to display query results in a view or analysis mode | | High | | | |
| 15 | Ability to do analysis including but not limited to hotspots, repeat calls, Comstat, threshold, temporal, spatial. | | | | | |
| 16 | Ability to send Alerts/Hot Sheets based on thresholds determined by the agency to the community or police department personnel | | High | | | |
| 17 | Access Charts and reports interactively from queries | | High | | | |
| 18 | Ability to create and add new reports, charts and queries | | High | | | |
| 19 | Standard GIS functionality for mapping such as zoom in/out, panning, full extent, select features, identify, map | | High | | | |
| 20 | Navigation toolbar, change symbology, turn layers on and off, add new layers, change transparency of layers, | | High | | | |
| 21 | Ability to create an area on-the-fly for analysis. | | High | | | |
| 22 | Ability to query and display multiple offenses | | | | | |
| 23 | Other crime mapping functionalities | | Med | | | |

| Number | Functional Requirement (Software Allows Ability to...) | Type | Priority (High, Med, Low) | Existing Ability (Yes, No) | Planned Future Release (Release Number and Date) | Custom Modification (Yes, No) |
|--------|--|------|---------------------------------|----------------------------------|--|-------------------------------------|
| 24 | Use of ArcServer and ArcSDE and other ESRI products | | High | | | |
| 25 | Ability to use same map views for other applications such as AVL tracking and handheld applications that display officer locations | | High | | | |
| 26 | Ability to do multi-pass geocoding resulting in 99% match rates such as to parcel, road, common place, intersection, place points or using CAD coordinates | | High | | | |
| 27 | Ability for data to be published to a public website | | High | | | |
| 28 | Describe how your product expandable to multi-jurisdictional capabilities and securities | | High | | | |
| 29 | Describe how your response time for software or data issues | | High | | | |
| 30 | Describe how your proposed solution supports disaster recovery redundancy | | High | | | |
| 31 | Describe how your company sets up documentation for disaster recovery | | High | | | |

APPENDIX B – TECHNICAL REQUIREMENTS RESPONSE TABLES

Table B-1. Technical Requirements Table

| Number | Technical Requirement | Type | Priority (High, Med, Low) | Existing Ability (Yes, No) | Planned Future Release (Release Number and Date) | Custom Modification (Yes, No) |
|--------|---|------|---------------------------|----------------------------|--|-------------------------------|
| 1 | Must work with Oracle 11G or higher | | | | | |
| 2 | Must run ArcServer 10 or higher | | | | | |
| 3 | Must run in ArcSDE 10 or higher | | | | | |
| 4 | Must run IE 7.0 or higher | | | | | |
| 5 | Must run in Fox Fire 3.0 or higher | | | | | |
| 6 | Must run in multiple browsers to support available hand-held devices such as iPads, Android-based devices | | | | | |
| 7 | Create list of all software required for the proposed solution including third-party products | | | | | |
| 8 | Create a list of all hardware with specifications required for the proposed solution | | | | | |
| 9 | Must be scalable to multiple screen resolutions | | | | | |
| | Multiple global roles such as system-level administration, local administration, user-level roles | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Table B-2. Hardware, Software, Peripheral Requirements Table

| Hardware | | | | |
|----------|--------------|-------------|-------------|------------------|
| Qty. | Manufacturer | Part Number | Description | Equivalent (Y/N) |
| | | | | |
| | | | | |

APPENDIX D – COST RESPONSE TABLES

Respondents should identify inapplicable costs with an “N/A”.

Table D-1A. Summary of Mandatory System Costs Table.

| Cost Description | One-Time Cost | On-Going |
|--------------------------------------|----------------------|-----------------|
| Software Licensing | | |
| Implementation/Professional Services | | N/A |
| Software Support & Maintenance | | |
| Other | | |
| | | |
| | | |
| Total Mandatory Costs | | |

Table D-1B. Summary of Desirable System Costs Table.

| Cost Description | One-Time Cost | On-Going |
|--------------------------------------|----------------------|-----------------|
| Software Licensing | | |
| Implementation/Professional Services | | |
| Software Support & Maintenance | | |
| Other | | |
| | | |
| | | |
| Total Desirable Costs | | |

Table D-2A. Mandatory Software Licensing Detail Costs Table.

| Software Description | Customization (Y/N) | Purchase Price | On-Going Support Cost |
|---|---------------------|----------------|-----------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Mandatory Software License | | | |

Total costs listed in Table D-2A. Mandatory Software Licensing Detail Costs Table should be carried over to Table D-1A. Summary of Mandatory System Costs Table for Software Licensing.

Table D-2B. Desirable Software Licensing Detail Costs Table.

| Software Description | Customization (Y/N) | Purchase Price | On-Going Support Cost |
|---|---------------------|----------------|-----------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Desirable Software License | | | |

Total costs listed in Table D-2B. Desirable Software Licensing Detail Costs Table should be carried over to Table D-1B. Summary of Desirable Costs Table for Software Licensing.

Please List Software Licensing Cost Assumptions Below:

- 1.

Note: All software (Application, Desktop, or Supporting) that Oakland County will be required to license and implement to achieve the specifications in Section 1 through Section 9 of this RFP must be listed in Table D-2A Recommended Software Licensing Detail Costs Table, Table D-2B Desirable Software Licensing Detail Costs Table, or Table B-2 Hardware, Software, Peripheral Requirements Table. If software that is **NOT** listed is subsequently determined by Oakland County or vendor to be required, then vendor shall provide such software to Oakland County at no charge beyond annual support fees.

Table D-3A. Mandatory Implementation Services Detail Costs Table.

| Service Description | Units | Rate Per Unit (RPU) | Extended Cost | Year 2 RPU | Year 3 RPU |
|--|-------|---------------------|---------------|------------|------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Total Mandatory Implementation Services | | | | | |

Total costs listed in Table D-3A. Mandatory Implementation Services Detail Costs Table should be carried over to Table D-1A. Summary of Mandatory System Costs Table for Implementation Services as one-time costs. Assume Implementation Services will not have associated on-going costs. If Oakland County requests services for future years, please provide rate per unit for Year 2 and Year 3 after initial implementation, but do not carry forward to Table D-1A.

Table D-3B. Desirable Implementation Services Detail Costs Table.

| Service Description | Units | Rate Per Unit (RPU) | Extended One-Time Cost | Extended Ongoing Cost | Year 2 RPU | Year 3 RPU |
|--|-------|---------------------|------------------------|-----------------------|------------|------------|
| Other | | | | N/A | | |
| | | | | | | |
| Total Desirable Implementation Services | | | | | | |

Total costs listed in Table D-3B. Desirable Implementation Services Detail Costs Table should be carried over to Table D-1B. Summary of Desirable System Costs Table for Implementation Services. Assume that Annual Consulting services will have no one-time costs and will only have associated on-going costs.

If Oakland County requests services for future years, please provide rate per unit for Year 2 and Year 3 after initial implementation, but do not carry over to Table D-1B.

Table D-3C. Mandatory Core Team (16 participants) Training Plan

| Course Description | Number Sessions | Units Per Session | Unit Rate | Extended One-Time Cost | Documentation Cost | Course Total |
|--|-----------------|-------------------|-----------|------------------------|--------------------|--------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total Mandatory Core Team Training Plan | | | | | | |

Total costs listed in Table D-3C. Mandatory Core Team Training Plan should be carried over to Table D-3A. Mandatory Implementation Services Detail Costs Table as one-time costs for Core Team Training. Assume Training Plan costs will not have associated on-going costs.

Table D-3D. Desirable Additional IT Staff (150 participants) Training Plan

| Course Description | Number Sessions | Units Per Session | Unit Rate | Extended One-Time Cost | Documentation Cost | Course Total |
|---|-----------------|-------------------|-----------|------------------------|--------------------|--------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total Desirable IT Staff Training Plan | | | | | | |

Total costs listed in Table D-3D. Desirable Additional IT Staff Training Plan should be carried over to Table D-3A. Desirable Implementation Services Detail Costs Table as one-time costs for Training 150 IT Staff. Assume Training Plan costs will not have associated on-going costs.

Please List Implementation Services Including Training Plan Cost Assumptions Below:

- 1.

Table D-4A. Mandatory Software Support & Maintenance Detail Costs Table

| Support/ Maintenance Program Description | Units | Cost Per Unit | Extended One-Time Cost | Extended On-Going Cost |
|---|-------|---------------|------------------------|------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Mandatory Software Support & Maintenance Costs | | | | |

Total costs listed in Table D-4A. Mandatory Software Support & Maintenance Detail Costs Table should be carried over to Table D-1A. Summary of Mandatory System Costs Table for Software Support & Maintenance. Assume Software Support & Maintenance Costs will have associated on-going costs only. If purchase of support and maintenance agreement is required during year 1 for implementation, please place that cost in the Extended One-Time Cost column. If applicable, be specific regarding maintenance cost of Oakland County customizations and 3rd party software required for proposed solution.

Table D-4B. Desirable Software Support & Maintenance Detail Costs Table.

| Support/ Maintenance Program Description | Units | Cost Per Unit | Extended One-Time Cost | Extended On-Going Cost |
|---|-------|---------------|------------------------|------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Desirable Software Support & Maintenance Costs | | | | |

Total costs listed in Table D-4B. Desirable Software Support & Maintenance Detail Costs Table should be carried over to Table D-1B. Summary of Desirable Costs Table for Software Support & Maintenance. Assume Software Support & Maintenance Costs will have associated on-going costs only. If purchase of support and maintenance agreement is required during year 1 for implementation, please place that cost in the Extended One-Time Cost column. If applicable, be specific regarding maintenance cost of Oakland County customizations and 3rd party software required for proposed solution.

Please List Support and Maintenance Cost Assumptions Below:

- 1.

Table D-5A. Mandatory Other Detail Costs Table

| Other Costs Description | Units | Cost Per Unit | Extended One-Time Cost | Extended On-Going Cost |
|------------------------------------|-------|---------------|------------------------|------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Mandatory Other Costs | | | | |

Total costs listed in Table D-5A. Mandatory Other Detail Costs Table should be carried over to Table D-1A. Summary of Mandatory System Costs Table for Other.

Table D-5B. Desirable Other Detail Costs Table

| Other Costs Description | Units | Cost Per Unit | Extended One-Time Cost | Extended On-Going Cost |
|------------------------------------|-------|---------------|------------------------|------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Desirable Other Costs | | | | |

Total costs listed in Table D-5B. Desirable Other Detail Costs Table should be carried over to Table D-1B. Summary of Desirable System Costs Table for Other.

Please List Other Cost Assumptions Below:

- 1.

ATTACHMENT 1 – WORKSTATION SOFTWARE STANDARDS

Through several initiatives, Oakland County is transitioning to Windows XP as the default desktop. However, the transition is not complete and will not be completed prior to the Incident Crime mapping and Analysis Mobile Dashboard System implementation.

Another Oakland County initiative, the Active Directory project, also changes the default desktop. The completion of the Active Directory project will eliminate the need for Novell Netware products on the desktop. However, the Active directory project may not be complete prior to the Incident Crime mapping and Analysis Mobile Dashboard System implementation.

The Department of Information Technology only certifies and provides support for devices and/or applications which meet the stated workstation software standards.

| Software Title | Standard Version for Windows NT | Standard Version for Windows XP |
|---|--|--|
| Windows Operating System | NT 4.0, SP 6A | XP Professional |
| Microsoft Word | 97 | 2002 |
| Microsoft Excel | 97 | 2002 |
| Microsoft PowerPoint | 97 | 2002 |
| Microsoft Access | 97 | 2002 |
| Microsoft Outlook | 2000 SR-1 | 2002 SP-3 |
| Microsoft Internet Explorer | 5.5 SP-2 | 6.0 SP-2 |
| Adobe Reader | 5.0 | 6.0 |
| Diskeeper Lite for Windows NT | 1.1.174 | N/A |
| Wininstall (current) | 6.05 | N/A |
| Wininstall Desktop Availability Suite (pending desktop upgrade) | 8.6 | 8.6 |
| Novell (Netware) Client 32 (pending Active Directory migration) | 4.60.2.2 | 4.83 SP-2 |
| Attachmate Extra for NetWare 32 (mainframe) | 6.4 | N/A |
| Mocha W32 TN3270 (mainframe) | 5.2 | 5.2 |
| McAfee Active Virus Defense | 80i | 80i |

ATTACHMENT 2 – GLOSSARY OF TERMS

| Term | Definition |
|-------------------------------------|---|
| DDACTS | Data-Driven Approaches to Crime and Traffic Safety |
| CLEMIS | Abbreviation for Court and Law Enforcement Management Information System. CLEMIS provides state of the art computer technology and related services to criminal justice and public safety agencies (police, fire, emergency medical services). CLEMIS, a regional law enforcement consortium, provides solutions through a cooperative effort that are affordable and efficient for agencies of all sizes. Over 140 police, fire, and emergency medical services agencies in a five county region rely on CLEMIS for their records needs. By serving as a technical link among multiple agencies, the program promotes communication and sharing of criminal justice information. |
| Customer Relationship Manager (CRM) | IT Application Services Division supervisors having direct responsibility to manage customer relationships. |
| Customer Support | Identified staff member within each IT division that coordinates new work order service requests with customer liaisons. |

ATTACHMENT 3 – OAKLAND COUNTY PROFESSIONAL SERVICES CONTRACT

Please refer to the solicitation document for a sample version of the contract which is part of this package.