THE CITIES OF GREENBELT AND HYATTSVILLE

Request for Proposal

Law Enforcement Software Solution

December 2007

This RFP is being published to solicit proposals to implement a Law Enforcement Software Solution for the Cities of Greenbelt and Hyattsville Police Departments.

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SECTION I GENERAL

1.1 STATEMENT OF PURPOSE

The Cities of Hyattsville and Greenbelt, Maryland are seeking proposals for an automated dispatching system (CAD) with a records management system (RMS) integration capability. The cities are currently signatories to a Memorandum of Understanding between the two jurisdictions along with towns of Bladensburg, Mt. Rainier and Riverdale Park. The MOU provides for interoperability capability between all five jurisdictions.

The jurisdictions are located within the Washington, DC metropolitan area and share common jurisdictional boundaries. The agencies serve a combined population base of approximately 80,000 people and have approximately 140 police officers in total.

The first step in reaching an interoperability goal was achieved with the installation of a records management system that shares data between all five agencies. The next step is to procure two computer aided dispatching systems to be placed at Hyattsville and Greenbelt to provide back up to each agency with the ultimate goal of creating a dispatching capability to all five agencies. The RFP will seek proposals for technology that provides CAD integration to the current records management system as well as a complete CAD/RMS/Mobile solution.

1.2 NATURE OF PROPOSALS

All Bidders are required to submit designs for the CAD and RMS Systems which meet the operational and performance requirements of this specification. Nothing in this specification shall relieve bidders of the system package design responsibility furnished under this contract. The Successful Vendor is, in all cases, solely responsible for the performance of the delivered system(s) and for furnishing complete system(s) documentation.

It is the expressed intent of the Cities of Greenbelt and Hyattsville to assume NO liability for the design and performance of the supplied systems. Each vendor proposal shall explicitly affirm acceptance of this requirement. Failure to do so may result in rejection of the proposal.

The Successful Vendor shall deliver, install, test, and certify the performance of the complete system(s). Performance certification shall be in writing, indicating compliance with the specification. Further, the successful vendor shall supply normal maintenance and warranty services, as well as any engineering, system support, computer programming, and telephone help desk services to maintain the satisfactory operation of the Cities of Greenbelt and Hyattsville system(s) for a minimum period of two (2) years, measured from the date of official acceptance of the system(s) and equipment by the Cities of Greenbelt and Hyattsville.

System configuration presented in this specification is intended to describe the operational features and performance requirements desired by the Cities of Greenbelt and Hyattsville. Vendors are free to propose alternative system designs, which provide the required performance and specified operation features.

1.3 BACKGROUND INFORMATION

The mission of the Communications Center is to provide and support telephone and radio communications necessary for the delivery of emergency services to the residents, visitors, and employees of the Cities of Greenbelt and Hyattsville. The primary responsibility of the communications center is to service emergency calls from the public law enforcement assistance; dispatching law enforcement in a prompt, effective and efficient manner. The principal workload for the Communications Center comes from calls for service handled through the City's phone lines and the follow–up radio and telephone communications created by these calls. The Communications Center performance is quantified and evaluated by the speed with which calls are answered and calls are dispatched for service.

The Greenbelt Communications Center utilizes approximately 355 square feet of the Police Department.

The Cities of Greenbelt and Hyattsville's Communication Center each have a total of Two (2) consoles/tabletops. Each of the consoles are equipped with two (2) keyboards.

The Communications Center currently operates Denali RMS System. This system provides minimum functionality for records management for the Cities of Greenbelt and Hyattsville. The current system(s) are to be replaced by system(s) requested in this RFP. The proposed CAD system shall be capable of serving at least three (3) positions.

The Records Management System supports the police administration and operations. Currently the Records Specialists enter reports directly into the RMS through a terminal at the Police Department. The RMS modules include incident reporting, premise information, property records and tracking, arrest records, warrants, master name and master vehicle files, stolen vehicles, suspect profiles and photo images.

Geographic Information System (GIS) coverage includes roads and structures. There is no address, intersections, common places or boundaries in the GIS database currently. The Successful Vendor shall assist the Cities of Greenbelt and Hyattsville with conversion of its database, as well as enhancing the database to include intersections, complete addresses, common places and boundaries.

The Police Departments vehicles are equipped with various Toshiba laptops and will be converting to Panasonic CF30 mobile data computers that operate on a Verizon Wireless Rev-A Network utilizing Airlink vehicle mounted modem devices and various air cards.

The Cities of Greenbelt and Hyattsville operate Wide-Area Networks (WAN) that connect the Communications Centers. Wide Area Network circuits are currently fiber lines.

The Cities of Greenbelt and Hyattsville currently operate a 450 MHz analog radio system and will be converting to a 700 MHz Digital trunked radio system.

The telephone and radio lines are recorded on a digital TEAC CR500 Logging Recorder.

The Cities of Greenbelt and Hyattsville have both analog and VOIP phone connections to the Communications Center.

1.4 DEFINITIONS

Certain terminology and abbreviations appearing in the Request for Proposal document are identified as follows:

Bidder – The person, firm organization or entity responding to this RFP.

Contractor – Same as Bidder

Goods – All materials, hardware, software and equipment to be purchased under the purchase order.

Proposer – Same as Bidder or Vendor.

RFP – Request for Proposal. The formal, written request used in procurement when the desired product will be provided competitively in response to a set of functional specifications; same as technical specification.

Successful Bidder – Refers to the Bidder whose proposal is accepted and who is awarded a contract by the Cities of Greenbelt and Hyattsville.

Technical Specification – Synonymous with RFP, contains technical requirements for the requested system.

Vendor – Same as Bidder.

1.5 SIGNIFICANT DATES

The Cities of Greenbelt and Hyattsville intend that the following dates govern this procurement:

RFP Advertisement Date: December 12. 2007

Pre-Proposal Meeting: January 11, 2008 @ 2:00PM

Proposal question due date: (all questions received by this date are guaranteed a response, questions received after this date will be answered on a best efforts basis) January 18, 2008

Proposal question response date: January 25, 2008

Proposal Due Date/Time: February 4, 2008 @ 3:00PM

Date of Award: April 28, 2008

1.6 PREPARATION AND FORMAT OF PROPOSAL

The Proposer is advised to read this RFP in its entirety. Failure to read and/or understand any portion of the RFP shall not be cause for waiver of any portion of this RFP. The proposer shall recognize that the purchase order and the contract comprise a turnkey project from a single source vendor who shall assume full responsibility for providing a functioning system, including interfaces.

Visits to or contact with personnel at the Communication Center must be coordinated through and approved by the Cities of Greenbelt and Hyattsville's Project Manager, Mr. Dale Worley.

The Cities of Greenbelt and Hyattsville reserve the right to reject any or all bids, to cancel this procurement, and/or to re-bid the procurement, at the sole discretion of the Cities of Greenbelt and Hyattsville.

The proposer is required to submit both technical and cost proposals. Technical and Cost proposal shall be submitted in separate, sealed envelopes and clearly marked:

Cities of Greenbelt and Hyattsville
CAD/RMS Project
25 Crescent Rd.
Greenbelt, Md. 20770

Attention: Computer Aided Dispatch Project
TECHNICAL OR COST PROPOSAL

The proposal must be signed in ink by an officer of the company authorized to bind the company. No fax or email proposals will be considered or accepted.

1.7 SCORING OF PROPOSAL(S)

The selection/review committee will review and score the submitted proposals for technical response, consider proposer's experience and background, interview references, and may opt to arrange site visits of existing systems and/or oral presentation to discuss aspects of their system.

1.8 OFFER PERIOD

The proposals submitted should specify the fixed purchase price for the software and installation specified within the RFP. The Cost Proposal should include all costs to supply, install, maintain, and warranty the system(s). All prices quoted shall remain in effect for a minimum of six (6) months. If the Proposer can establish a firm price for a longer period, specify the longer period. In addition, maintenance costs should be stated for a three (3) year period following the initial two (2) year maintenance/warranty period.

1.9 COST PROPOSAL

The Vendor shall submit the following information to be included in their proposal with the bid as evidence of compliance with the specifications. The bid may be rejected if the information listed herein is incomplete or if the proposed system deviates from the specifications.

1) A complete pricelist shall be submitted;
2) The following must be shown as separate cost items:
   - Software (any recurring cost(s) must be clearly stated)
   - Labor
   - Materials
   - Maintenance and all other costs incidental to the successful installation of the specified system(s). Any additional costs not stated in the proposal shall not be incurred by the client, unless specifically agreed to in writing.
3) All subsystems shall be depicted as an optional purchase. All software related to each subsystem shall be itemized and shown as an option;
4) Should there be a discount on subsystem(s), etc. the discount shall be listed separately for the Cities of Greenbelt and Hyattsville to recognize the discount;
5) All financing options and stipulations if any should be included.

Ten (10) copies of the Cost Proposal should be packaged and clearly marked as a Cost Proposal.

1.10 TECHNICAL PROPOSAL

The technical details of the proposed system(s) should be described in the Technical Proposal. The following information shall be submitted with the Technical Proposal.

1) Technical specifications and descriptions of all proposed software, including a functional description of the proposed system(s), will be supplied;
2) A list of five (5) Public Safety installations of the CAD and RMS system(s) proposed in response to this RFP, installed by the Proposer shall be submitted, to include the agency name, city, state and size of the agency. The name and telephone number of a knowledgeable contact person employed by the Public Safety agency shall be supplied for purposes of reference.

Ten (10) copies of the Technical Proposal should be packaged and clearly marked as a technical Proposal.

1.11 EXCEPTIONS TO RFP PROVISIONS

If the Bidder can not meet, or takes exception to any RFP requirement(s), such exception(s), together with the vendor's suggestions concerning each requirement, must be stated in the proposal.

1.12 APPENDICES

Appendices may be included in the proposal.

1.13 ATTACHMENTS, BROCHURES, SPECIFICATION

The vendor may wish to include other materials, such as a detailed functional system design document, lengthy software program descriptions, hardware descriptions, etc., with the proposal. These should be submitted as Attachments. They should be bound separately from the proposal. Include the following identification on each Attachment:

Attachment #

Vendors Name

RFP Number

1.14 SAMPLE CONTRACT

The vendor is requested to include, in the response, samples of pertinent contracts, warranties, purchase or lease and maintenance agreements for implementing Public Safety System(s) such as described in this RFP. This should be for a contract that the vendor has completed, or for one that is currently in progress.

1.15 PROPOSAL SUBMISSION

PROPOSALS ARE DUE:

SUBMIT TEN (10) COPIES OF TECHNICAL AND COST PROPOSALS (packaged separately) TO;

Cities of Greenbelt and Hyattsville
CAD/RMS Project
25 Crescent Rd.
Greenbelt, Md. 20770

MARK PACKAGE: Computer Aided Dispatch Project
Technical Proposal or Cost Proposal

A register of all vendors will be available for public inspection. Proposals received after the date and time specified will be returned unopened. The vendor is responsible for assuring delivery on or before the stated date and local time as well as for any associated delivery costs. The Cities of Greenbelt and Hyattsville shall not be responsible for late deliveries or mail delays. The time/date stamp affixed by the Cities of Greenbelt and Hyattsville shall be the official authority for determining late proposals.

Proposals may be withdrawn, modified, and resubmitted prior to the closing date and time. Modifications submitted in any other manner will not be considered.

The Cities of Greenbelt and Hyattsville reserve the right to reject any and all proposals submitted.

1.16 VENDOR INCURRED COSTS

The vendor will be responsible for all costs incurred in preparing or responding to this RFP, to include travel. All materials and documents submitted in response to this RFP shall become the property of the Cities of Greenbelt and Hyattsville and will not be returned.

The vendor agrees to bear all risks of loss, injury or destruction of goods or orders as a result of eventual contract which occur prior to acceptance by the Cities of Greenbelt and Hyattsville, and such loss, injury or destruction shall not release the vendor from any obligation hereunder.

1.17 PRE-PROPOSAL MEETING/QUESTIONS

There will be a Mandatory Pre-Proposal meeting on: January 11, 2008 at 2:00PM at the City of Greenbelt offices at 25 Crescent Rd., Greenbelt, Md. 20770

All questions will be responded to verbally, if possible, and in writing, with copies sent to all attendees. Please submit written questions pertaining to the RFP to the contact person listed in **Section 1.14** so that questions are received by the Pre-proposal meeting. Questions will be answered in writing. If any changes to the RFP are required, they will be contained in an Addendum, along with the written response to the questions, to be issued as soon as

possible following receipt of the questions. Although verbal response may be provided to questions, only written response will be binding upon the Cities of Greenbelt and Hyattsville.

1.18 EQUAL EMPLOYMENT OPPORTUNITY

The contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, ancestry, and national origin, place of birth, age, marital status, or handicap. The contractor shall take affirmative action in accordance with the terms outlined in its proposal employed, and certify that employees are treated during employment, without regard to race, color, religion, sex, ancestry, and national origin, place of birth, age, marital status, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment compensation, and selection for training, including apprenticeship.

The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ancestry, national origin, place of birth, age, marital status, or handicap.

The Successful Bidder or Contractor shall furnish all information and reports required by this contract and by the ordinances, rules, and regulations of the Cities of Greenbelt and Hyattsville pursuant hereto, and shall permit reasonable access to Contractor's books, records, and accounts by the Cities of Greenbelt and Hyattsville or its representative, as necessary for purposes of investigating to ascertain compliance with this contract and rules, regulations and orders.

In the event of the contractor's failure to comply with the equal employment opportunity and affirmative action provisions outlined in its proposal, or with any of the ordinances, rules, and regulations herein referred to, it is agreed that the Cities of Greenbelt and Hyattsville, at its option, may do any or all of the following.

1) Cancel, terminate, or suspend this contract, in whole or in part.
2) Declare the contractor ineligible for further contracts with the Cities of Greenbelt and Hyattsville;
3) Recover from the contractor by set-off against the unpaid portion of the contract price, or otherwise pursuant to this contract, the sum of $50 per day, as liquidated damages and not as a penalty, for each day the contractor shall fail to comply with these provisions of the contract, as determined by the Cities of Greenbelt and Hyattsville in accordance with its rules and regulations, and said sum being fixed and agreed upon by and between the contactor and the Cities of Greenbelt and Hyattsville because of the impracticability and extreme difficulty of fixing and ascertaining the actual damages which the Cities of Greenbelt and Hyattsville would sustain in the event of such a breach of contract, and the amount is agreed to be the amount of damages which the Cities of Greenbelt and Hyattsville would sustain.

1.19 STATEMENT OF NO BID

In the event that a potential Proposer receives this RFP and chooses not to respond to the RFP, it is requested that the Non-Proposer send a No Bid Statement to:

Mr. Dale Worley
Cities of Greenbelt and Hyattsville
25 Crescent Rd.
Greenbelt, Md. 20770

1.20 INSURANCE

The Successful Vendor shall furnish to the Cities of Greenbelt and Hyattsville, within fourteen (14) days after receipt of a signed copy of the contract, satisfactory evidence of an insurance policy(ies) written by a company that meets the approval of the Cities of Greenbelt and Hyattsville, insuring Vendor against loss or liability which may arise during the performance of this contract, or which may result from any of the work herein required to be done by Vendor. The Vendor will be responsible to provide the Cities of Greenbelt and Hyattsville's with certificates of insurance coverage.

1.21 INDEMNIFY AND HOLD HARMLESS

Contractor shall indemnify, defend, and hold harmless the Cities of Greenbelt and Hyattsville, its officers, agents, and employees, from and against any an all claims, demands, suits, actions, proceedings, judgments, losses, damages, injuries, penalties costs, expenses (including attorney's fee), and liabilities which arise from Contractor's negligent performance under this Agreement; the Cities of Greenbelt and Hyattsville shall be responsible for the acts and omissions of its officers, agents, and employees in connection with this project and shall indemnify, defend, and hold harmless the Contractor from and against any and all expenses (including attorney's fee), and liabilities arising there from. With respect to any and all claims, demands, suits actions, proceedings, judgments, losses, damages, injuries, penalties, costs, expenses (including attorney's fees), and liabilities which arise from the joint or concurrent negligence of Contractor and the Cities of Greenbelt and Hyattsville, each party shall assume responsibility in proportion to the degree of its respective fault. All disputes are subject to the laws of Prince Georges County and the State of Maryland.

1.22 FORCE MAJEURE CLAUSE

The parties to the contract shall be excused from performance hereunder during the time and to the extent they are prevented from obtaining or performing the service:

(1) By reason of operation of law;

(2) By reason of an act of God;

(3) By reason of fire, reduction or failure of power source, failure of the system's environment, commandeering of materials, products, plants, or facilities by the government, delay in transportation beyond the control of the contractor, or unavoidable casualty; or

(4) By reason of an act of the public enemies of the State of Maryland, or of the United States of America, by strike.

When satisfactory evidence is presented to the other party, provided that it is reasonably established by presentation of facts in which the non-performance is not due to the fault or neglect of the party who is not performing. No other Force Majeure Clause or conditions may pertain to or become part of this RFP. Any changes in the conditions stated herein will cause the bid to be rejected.

1.23 DEFAULT

The Cities of Greenbelt and Hyattsville may declare a default should proposer fail to commence the work or a portion thereof within the specified time, or to perform said work continuously with sufficient workers and equipment to insure its completion within the time specified or as required by an agreed upon progress schedule, or to perform in a safe manner, or to comply with any provision of the contract. The Cities of Greenbelt and Hyattsville may elect to give notice in writing of such default, specifying the same. If the Proposer, within a period of seventy-two (72) hours after receipts of such notice, shall not proceed in accordance therewith to remedy such default, then the Cities of Greenbelt and Hyattsville shall have full power and authority, without process of law and without violating the contract, to take the prosecution of the work, or a portion thereof, away from the Proposer and complete it by contracting with outer parties or using such other measures as in the Cities of Greenbelt and Hyattsville's and Proposer's mutual opinion are necessary for its completion, including the use of the equipment, plant, and other property of the proposer which is associated with the work. At the point of default, any work performed and acceptable to the Cities is payable, but not payment for disputed work or claims for contractor overhead, or for all other damages costs, expenses or fees.

1.24 SAFETY

The Proposer shall be familiar with and operate within the guidelines set forth by the Occupational Safety and Health Act.

1.25 CLEAN UP

Proposer shall, from day to day, clean up and remove all waste materials and rubbish, leaving the areas used by Proposer clear of all obstruction. Upon cutover, Proposer shall remove from the site all tools and machinery owned, leased or rented by Proposer and all rubbish and excess materials.

1.26 ANTICIPATED PAYMENT SCHEDULE

The Cities of Greenbelt and Hyattsville require the Proposers to provide information for the total dollar amount of the bids, which must include all database information, software, labor documentation, delivery, materials, and other anticipated cost for the installation of the complete CAD and RMS system(s) that meets the Cities of Greenbelt and Hyattsville's stated requirements.

1.27 CONTRACT PERFORMANCE BOND

The Successful Bidder shall furnish a Performance Bond in an amount equal to one hundred percent (100%) of the contract amount as security for the faithful performance of this Agreement.

1.28 SALES TAXES

The Cities of Greenbelt and Hyattsville are exempt from sales taxes. Therefore, no sales taxes should be added to the cost of the systems.

1.29 PATENTS AND COPYRIGHTS

The Contractor shall agree to defend, protect, and hold harmless the Cities of Greenbelt and Hyattsville, its officers, agents, and employees against any and all liability and demands for actual or alleged infringements of any patents or copyrights by reason of any use by the Cities of Greenbelt and Hyattsville of any material, machines, software, or systems furnished by Contractor under the contractual agreement.

1.30 LAWS

Any contract resulting from the RFP shall be governed according to the laws of the State of Maryland and the Cities of Greenbelt and Hyattsville. The place of performance and transaction of business shall be deemed to be the State of Maryland, and in the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Maryland, and more specifically, Prince Georges County. In the event of a successful action by the Cities of Greenbelt and Hyattsville to enforce this agreement, the Cities of Greenbelt and Hyattsville shall be entitled to recover its attorney's fees and expenses incurred in such action.

1.31 CONTRACT TERMINATION

The Cities of Greenbelt and Hyattsville may terminate the contract in whole or in part at any time for the convenience of the Cities of Greenbelt and Hyattsville with 30 days written notice. At the point of termination, any work performed and acceptable to the Cities is payable, but not payment for disputed work or claims for contractor overhead, or for all other damages costs, expenses or fees.

1.32 CONTRACTOR COMMITMENTS AND REPRESENTATIONS

Any written commitment by the Contractor within the scope of the contract shall be binding upon the Contractor whether or not incorporated into an amendment to the contract.

1.33 CHANGES OR DELAYS

The Cities of Greenbelt and Hyattsville will reserve the right to change the scope of work within the general specifics of the contract or the schedule if it is to the advantage of the Cities of Greenbelt and Hyattsville. The Cities of Greenbelt and Hyattsville and the Contractor shall mutually agree upon the impact, if any, on the Contractor's cost and project schedule, and the contract shall be amended, in writing, accordingly.

1.34 TRANSPORTATION AND INSTALLATION

All shipments shall be made at the contactor's expense, FOB destination. The contractor shall make all arrangements for transportation.

SECTION II GENRAL REQUIREMENTS

2.1 INTENTION

It is the intention of these specifications to set forth the minimum requirements for the performance of a computer aided dispatch system and a records management system to serve the needs of the law enforcement services for the Cities of Greenbelt and Hyattsville. The Vendor shall propose a turnkey system with all necessary software to implement and operate a computer aided dispatch system (including MDC's) and a records management system for the Cities of Greenbelt and Hyattsville.

The CAD system must integrate computers, consoles, displays, keyboards, printers, workstations, local and remote administrative terminals, telecommunications systems, MDC's, databases, and software into a single, efficient, operating system. If the proposer identifies alternative solutions, the proposer will be not penalized. The rational for all proposed CAD and RMS solution(s) must be included in the RFP response.

2.2 DESIGN OBJECTIVES FOR CAD AND RMS SYSTEM(S)

CAD and RMS solutions proposed to the Cities of Greenbelt and Hyattsville must support calltaker, dispatcher, supervisor and administrative/management function and must interface with computer and telecommunications systems within the Cities of Greenbelt and Hyattsville.

All external and internal interfaces must provide reliability and availability of a state-of-the-art communications links. System design, both hardware and software, will be modular construction to permit expansion. The CAD and RMS system must:

2.2.1 Be developed with open operating systems and developmentally efficient languages. The Cities of Greenbelt and Hyattsville standardize on a "Windows" operating system.

2.2.2 Must minimally operate on Windows XP operating system as long as it is supported by Microsoft.

2.2.3 Effectively utilize MS SQL 2005 relational database management software.

2.2.4 Have messaging software (message switch) incorporated into CAD dispatch software.

2.2.5 Utilize ESRI standard map data.

2.2.6 Provide a "training side" for training purposes; separate from the live system, but using the same tables and commands. All updates and functionality in the primary system will be available for the training system, as well.

2.2.7 Include menu-driven software for less experienced users and command line entry for experienced veteran users.

2.2.8 Include menu-driven entries, on-line help and training functions.

2.2.9 Provide automatic (no human intervention) continuous (99.999%) availability operation of the critical functions of address verification, taking calls for service, dispatching law enforcement to calls for service, and accept and store unit status changes.

2.2.10 Accomplish restart and failovers within five (5) seconds of a system component failure.

2.2.11 Fault tolerant systems are preferred. Vendors are welcome to offer solutions without the use of fault tolerant technology, as long as vendor fully explains the benefits versus drawbacks of non-fault tolerant systems.

2.2.12 Provide on-line integration of information from all systems via redundant and failsafe links.

2.2.13 Provide an easily accessible, rationally based reporting and ad hoc query for retrieval of current and past date incident data that can be flexibly manipulated to provide reports in multiple formats, using a variety of system data.

2.2.14 All maintenance should be capable of being accomplished while the system is on-line. The CAD or RMS should never be unavailable due to routine or scheduled maintenance requirements.

2.2.15 Include high performance characteristics such that under one second terminal response is maintained 97.7% of the time, including peak periods, and 99.9% of terminal responses are under three (3) seconds, excluding ad hoc queries of databases.

2.2.16 Provide integrity and reliability factors which prevent loss of information under any possible scenario.

2.3 STANDARDS

All equipment offered in response to these specifications shall meet or exceed the latest applicable standards of the FCC, EIA, NEMA, TIA, IEEE and UL which are current at the time of the bid opening. In all details not specifically stated within these specifications, it is understood that equipment will meet or exceed these same requirements.

2.4 SYSTEM HISTORY

The proposed system shall only include items which are currently in design and production. The exact system being proposed shall have been in production and continuous service in similar customer settings for a period of not less than twelve (12) months. Prototype systems or systems with less than a 12 month proven track record of satisfactory commercial performance may not be acceptable. A list of customer references using the exact type of system(s) being proposed shall be furnished as part of the proposed offering.

SECTION III SYSTEM DESCRIPTION

3.1 CAD FUNCTIONAL REQUIREMENTS

All CAD positions are able to act as Calltaker/Dispatch positions. They are able to initiate calls for service information and route calls for service to other CAD positions. The system is capable of functioning either as a separate Calltaker and Dispatch position or with Dispatch personnel performing dual functions. Thus all positions are defined to do Calltaking, Dispatching or both.

3.1.1 The CAD system shall automatically assign and maintain sequential case numbers. The case number shall be configurable with the sequential number of year, month and report number i.e. 07(year)-01(Month/January)-0124(report#) 07-01-0124.

3.1.2 The system shall be command driven. Commands can be initiated from a command line, graphically or buttons.

3.1.3 The CAD system shall have a generalized calls-for-service history inquiry capability.

3.1.4 The CAD system shall allow for user configured reporting based on certain search criteria.

3.1.5 Inquiries into the Event Record History shall include:

- Events by case number
- Events by date range/time
- Events by primary unit
- Events by jurisdiction
- Events by event type
- Events for a location
- Any combination of above

3.1.6 The CAD system shall have the capability to research calls, active and closed, by any one or more of the following:

- Date and/or time
- Disposition/Call Clearance
- Location
- Area/Zone
- Type of incident
- Case number
- Assigned unit(s)
- Calltaker and/or dispatch position
- Calltaker/dispatcher ID

- Building Names
- Any combination of above

3.1.7 If the CAD system is shut down for a period of time for any reason, events that were processed manually during the shutdown shall be easily entered into the system once it is again operating. The system will also provide the flexibility to enter this information from additional positions apart from active dispatching and calltaker consoles. Actual incident times can be used in catch-up mode. The system will automatically flag these times to indicate that they were manually entered rather than automatically time stamped. The case number may be reset to a user defined starting point upon start up.

3.1.8 The CAD system shall provide and maintain Premise History information files. The data shall be unlimited per address. Premise History is defined as any previous call for service. The premise history shall be indicated on exact address, building name, hundred blocks, or intersection. The premise history will show the location, date, time, call type, and disposition.

3.1.9 System error messages must be stated in sufficient detail so that the user knows the nature of the error, what caused the error, and what action is necessary to correct it. These messages must also be routed to the Supervisor console, the System Administrator's terminal, and to specific printers for hard copy record keeping.

3.1.10 Shift change data (including secondary and off duty deployment) shall be entered into the CAD system by creation of an on-coming line-up and appropriate CAD transaction that creates (log-on) the new, on-coming shift. The dispatcher shall have to log-off the previous shift units as they are clear of assignments. The dispatcher will activate the on-coming shift/units as they become available for assignments. The system shall be capable of an automatic log-on of personnel available from a saved file should the system go down for any reason. When the system is brought back online, no manual log-on of individual units should be required.

3.1.11 The system shall provide the following management summary reports or graphs:

- Events by area/section
- Response statistics
- Daily event summary
- Reports can be printed for any unit or for the total communications center

3.1.12 The CAD system shall include a set of features to prevent unauthorized access to the system. Describe the security levels and the method for security remote access. Security levels should include restrictions by log on ID, restrictions by terminal, and/or restrictions by function.

3.1.13 The CAD system shall require that each operator sign on and off the workstation using their individual password and ID. The CAD system shall be integrated with a single domain.

3.1.14 One window shall be the call for service screen - where the incident/event information is received and complainant's name and address is entered.

3.1.15 The call for service location shall be entered as any of the following:

- Event address
- Intersection
- Business name
- Alias name(s)
- E911 supplied location

3.1.16 The system shall provide a Soundex (sound-alike) search capability for names and addresses.

3.1.17 As calls for service are entered, the CAD system shall automatically check for duplicate calls.

3.1.18 A list of all possible duplicate calls for service shall be displayed to the calltaker/dispatcher from the active or pending events, as well as recently closed calls for service.

3.1.19 When a call for service is determined as a duplicate, the calltaker/dispatcher can cancel the event and assign the disposition of the call as a duplicate call. Information from the duplicate call will be appended to the primary call. This call for service must go to the records management database.

3.1.20 If a call for service is entered into the system and it is later determined that it is a duplicate to an active call, the call may be cancelled by the dispatcher as a duplicate call and the information will be retained by the records management system. Additionally, the duplicate call information may be appended to the primary call.

3.1.21 The calltaker/dispatcher can add, change or modify information in a call for service format. Supplemental information to the call for service shall be added. Changes shall be recorded in an event audit log including the date/time the changes were made, who made the change, the console ID from which the change was made, and both the before and after field values. A dispatcher viewing the call for service shall be able to view the most recent changes to the incident.

3.1.22 All fields shall have the ability to be modified. The fields accessible to be modified by an employee will be determined by the System Administrator based on employee's security level.

3.1.23 If a call for service is cancelled once it has been dispatched, it will send a message to the dispatcher to cancel the active call for service. The information will be attached to the incident history.

3.1.24 Calltakers/dispatchers may reopen a call for service that has been closed. This information will be attached to the history of the call to show time of the call for service being reopened.

3.1.25 The calltaker/dispatcher shall be able to quickly move from one field to another to enter information such as incident code, incident location, caller's name, etc.

3.1.26 Any calltaker/dispatcher shall be able to add an unlimited number of comments/supplemental lines to any active call for service without having the detail event on the window.

3.1.27 A call for service must only require two fields to be entered to minimally process the event: incident location and incident code.

3.1.28 When a call for service is received, the calltaker/dispatcher shall have the ability to route the call to dispatch and then be able to recall the incident and enter the remaining information in the event entry format.

3.1.29 Regardless of how the location is entered, the CAD system shall attempt to validate the location against the Geo-file prior to accepting the event.

3.1.30 If the street name cannot immediately be resolved, the CAD system shall present a list of possible street names to the operator. The operator may then select, using a simple keystroke command, the desired name from the list and continue to enter data.

3.1.31 If a street has more than one possible prefix for the direction or street type, i.e., N, SE, S, RD, ST, etc., and the correct prefix has not been entered, the CAD system shall present a list of possible candidates.

3.1.32 Geo-file verification shall occur automatically at the time the location is entered. It shall be possible to process the event even if the location cannot be validated against the Geo-file.

3.1.33 Geo-file verification and a valid call for service code shall automatically add location related data to the event format:

- Nearest cross streets both high and low if defined in the Geo-file
- Notification of premise/alert information associated with an address

Separate windows shall display:

- Real–time active unit status window;

- Real-time available unit window;
- Open or non-dispatched calls for service

3.1.34 The unit windows should be resizable and scrollable; therefore, the dispatcher can resize the window to display the desired number of units without scrolling.

3.1.35 The windows can be configured to monitor all units.

3.1.36 The order that the units are displayed shall be selected from a predefined list and shall be changeable by the dispatcher.

3.1.37 Once a unit has been dispatched, the unit then appears in the active window and shall no longer be displayed in the available window.

The active unit window shall provide and display the following unit status conditions:

- Dispatched
- Enroute
- Arrived/On-scene
- On-scene - available
- Out of service
- Out of vehicle
- Backup

When a unit is assigned to a call for service, the active unit window must display the following:

- Unit number
- Type of incident
- Incident location or the most current unit location
- Current status
- Elapsed minutes the unit has been in its current status

3.1.38 The active unit window shall visually alert the dispatcher when a unit's scene time has exceeded a pre-defined time without contact.

3.1.39 The dispatcher may use the command line or a function key to reset the timer to a user specified time interval.

3.1.40 The data entry format is initiated by activating a function button or by typing a CAD Command on the Command Line.

3.1.41 The incident window should include:

- Case Number

- All Units Involved on the Call for Service Field
- Primary Unit Field
- Caution information
- Premise History, Call History, Wants
- Location Fields
- Free Text Field to enter any other pertinent information based on the Location.
- High and Low Cross Streets if defined
- Incident type
- Event Priority Field
- Caller Name, Address and Phone
- Multiple Vehicle License Plate # and State Fields
- Tow record count
- Time Fields and date

3.1.42 Dispatchers shall be able to exit as needed to perform the following functions:

- Full inquiry capability to historical events
- Update any unit's status
- Initiate a new event
- Go directly to the Command Line

3.1.43 The system shall provide a specialized command to place an active call for service, e.g., one to which units have been dispatched, back into the pending event queue.

3.1.44 In addition to the unit being placed in the Available Units window, the CAD system shall provide a more detailed view of unit status through the unit info screen.

3.1.45 Open calls for service shall be displayed by priority and by time held regardless of entry.

3.1.46 Dispatchers shall be able to monitor either the units that they are responsible for or all units.

3.1.47 The system shall have the ability to capture and hold calls until units are available to dispatch.

3.1.48 The system shall have the ability to hold more than one pending incident under a unit or ID without closing any incident(s).

3.1.49 The system shall offer the ability to define dispatch positions by responsible area(s). Each dispatcher shall only handle active calls from their position's assigned areas.

3.1.50 A dispatcher's workload can be temporarily transferred to another dispatcher in case of any emergency or handling a priority call for service.

3.1.51 The system shall have a function to enable the dispatcher to exchange units and assignments.

3.1.52 The status windows shall differentiate between available units, dispatched or active units, and pending calls.

3.1.53 The CAD system shall allow the dispatcher to record vehicles towed associated with a call for service. The system shall provide the ability to assign towing companies from a rotating towing company assignment table or assign a wrecker request.

3.1.54 The system shall provide a feature that permits operators to build and maintain unlimited special purpose files such as a list of special phone numbers, etc.

3.1.55 The CAD system shall allow for clearance codes to be added to specific call type codes, therefore only allowing units to clear with one (1) of theses predefined dispositions.

3.1.56 The CAD system shall provide data mapping of ANI ALI data into the appropriate fields within the CAD system.

3.1.57 Each call for service shall carry a system-generated priority based on the event type.

3.1.58 The calltaker/dispatcher can change the system generated call for service priority.

3.1.59 The highest priority calls for service shall be displayed at the top of the queue.

3.1.60 If multiple calls for service with the same priority are queued, they shall be sequenced based upon the amount of time that they have been held.

3.1.61 The dispatcher's open call queue shall display:

- Case Number
- Event location
- Type of event and short description
- Number of minutes elapsed since the event has been received
- If the event has been assigned to a unit, the assigned unit shall be displayed

3.1.62 Color and status indicator shall be used to highlight the open call's status as follows:

- Non-timed out open call
- Timed out open call
- Event assigned to unit
- Dispatch event immediately

3.1.63 If the event is held longer than defined by agency's standard operating procedure, then the open event shall be displayed in an alert condition. The alert condition shall display the entire call in a color and status indicator defined by the Systems Administrator.

3.1.64 The open call queue is a resizable and scrollable window; therefore, the operator can resize the window to display the desired number of open calls without scrolling.

3.1.65 When the events are displayed or cancelled, they no longer appear on the open event monitor; however, they shall still be used for duplicate call recognition until they are closed out.

3.1.66 There shall be a function, which permits a dispatcher to hold a partially entered call for service in order to process another higher priority event.

3.1.67 In this case, the dispatcher shall be notified that there is a call for service on hold.

3.1.68 The CAD system shall visually notify the dispatcher of pending calls for service in the open call queue that have exceeded a pre-defined time.

3.1.69 When a calltaker/dispatcher requests premise history information on an address, the match shall be made on the exact address.

3.1.70 When a calltaker/dispatcher requests premise history information for an address range, the match shall return all premise history for that particular range.

3.1.71 The CAD system shall allow for user configured reporting based on user defined search criteria.

3.1.72 The CAD system shall allow for emailing of exported reports directly from CAD using the clients' current email subsystem which is Microsoft Outlook.

3.1.73 Field units may initiate events by radio by providing the dispatcher with incident type and location.

3.1.74 The dispatcher may enter a self-initiated call from the dispatch window by activating a function key/button or from the command line. The minimum data needed will be the unit number, location, and incident type. The unit will be placed on the scene of the self-initiated call automatically. The call will be shown in the incident history as a self initiated call.

3.1.75 The special window shall allow vehicle license number and state to be recorded, the incident type entered and the location shall be Geo-file verified. The CAD system shall automatically notify the dispatcher of previous contacts with the same license number and state.

3.1.76 If a unit is enroute to a previous incident and the same unit self initiates a call, then the unit shall automatically be canceled from the previous call.

3.1.77 If a unit is enroute to a previous incident and the same unit self initiates a call and the unit is the only unit involved with the previous incident, then the previous incident shall automatically be transferred to the dispatcher(s) open call queue.

3.1.78 The system shall notify the dispatcher when a unit requests a self initiated event and require the dispatcher's acknowledgment.

3.1.79 The CAD system shall allow for special timestamp commands to be built that will mark the radio / event log when this command is activated.

3.1.80 The CAD system shall allow for special timestamp commands to be built that will automatically reset the timer for a specific unit or all units on the event whenever the command is activated.

3.1.81 The system shall generate unit recommendation for calls for service if the appropriate tables are defined.

3.1.82 The dispatcher shall be able to accept the recommended unit(s) with a single mouse click or hot key.

3.1.83 The dispatcher shall be able to override any recommendations.

3.1.84 The recommendation of units shall be based upon the event type code, the location of the event, the availability of units, and the number of units required.

3.1.85 An unlimited number of available units may be recommended for dispatch.

3.1.86 It shall be possible to track an unlimited number of units, and track ALL activity of responding units.

3.1.87 A call for service can be cleared either by a unit or case number. If cleared by case number all units will be cleared. If cleared by unit, this allows the dispatcher to leave units still on the call for service. The dispatcher shall be able to clear more then one unit at a time.

3.1.88 The CAD system will allow multiple report clearances.

3.2 REPORTS

The CAD system must provide a module containing standard reports. The reports provide both the Communication Center and Administrative staff with measurements and

distribution of workload, geographic analysis of incident or crime patterns, administrative information, and personnel information. Additionally, the CAD system must be able to be integrated with an ad hoc report writing tool to allow administrative and supervisory personnel the ability to inquire and generate listing of any data stored in the system. Some of these reports, analysis, and functions are:

- Incident Summary – summary report of all incidents-selectable by: date/time range, geographic area, incident type, incident number, calltaker/dispatcher ID, and assigned unit ID.

- Incident Detail – detail report of one or more incidents- selectable by: date/time range, geographic area, incident type, incident number, calltaker/dispatcher ID, and assigned unit ID. The selection of one incident will return a history of all data related to that incident in one transaction and in chronological order, to include all units, comments, supplemental information, duplicate calls, unit updates, etc.

- Time of Day/Day of Week – cross tab report showing counts by incident type, time of day and day of week – selectable by: date/time range, geographic area, incident type, calltaker/dispatcher ID, and assigned unit ID.

- Shift workload – summary report showing all incidents selectable by: date/time range, geographic area, incident type.

- End of Shift – summary report showing all incidents worked or in progress for a specific time frame – selectable by: date/time range, geographic area, incident type, and assigned unit.

- Time Analysis – cross tab analysis report showing intervals between unit statuses during incidents – selectable by: date/time range, geographic area, incident type.

- Unit Status Summary – summary report showing unit activity – selectable by: date/time range, geographic area, incident number, incident type, and ID of assigned unit.

- Unit Status Detail – detail report showing unit activity – selectable by: date/time range, geographic area, coverage area, incident type, ID of assigned unit.

- Operator Activity – summary report showing incident on which particular CAD operators worked – selectable by: date/time range, unit ID.

- Unit/Personnel Activity – summary report showing incidents to which particular units and or personnel were dispatched – selectable by: date/time range, unit ID, personnel ID.

- Personnel Roster – summary report of personnel – selectable by: personnel ID or name.

- Personnel Scheduling – summary report of schedules – selectable by: personnel ID or shift code.

- Users – summary report of users.

- Hazardous Materials – summary detail reports showing hazardous materials sites, types of materials, quantities of material, contact information and procedures for handling incidents at the sites.

- Support Services – detail report of contact names.

- Forced Address – summary report of forced addresses for which incidents were entered – selectable by: date/time range.

- Address – summary report of address ranges and coverage for streets within an area – selectable by: area and street.

- Intersection – summary report of intersections and addresses – selectable by: area and street.

- Code list – summary report of codes – selectable by code type.

- Reference list – summary report of reference lists.

In addition, the system must have the capability to create other reports as deemed necessary. Report inquiries should be simple, plain text interrogatories not requiring knowledge or application of any programming language.

The CAD system shall provide for automatic download of CAD event data to the RMS on a user specified time frame (i.e. either continuously or at specific time periods). In addition, the system shall allow the System Administrator to cause a data download on command.

3.3 SYSTEM FILES

An event response file will be maintained under the CAD system that recognizes event types, with pre-planned response information. Pre-planned instructions are displayed for the dispatcher.

The CAD system must include on-line help functions. These functions must be capable of being updated by the System Administrator. These functions will include at least the following types of information:

- A menu of topics including the acronym that identifies each file, sub-titles under the file, a short description, and instruction for accessing file.

- Telephone file with sub-titles with telephone numbers pertaining to sub-titles.

- Standard Operation Procedures (SOP)

- Evacuation plan and procedures.

- CAD system procedures and commands.

- Agency data link/database interfaces accessing procedures.

- NCIC procedures and other help lists the communications center identifies as being required.

The system shall allow the System Administrator to add additional help menu items as required.

Event Types File/Calls for Service File shall be accessible from the File Maintenance Master Menu which will display the Event Types Maintenance Menu. From this menu, the Administrator can add, display, modify or delete Event Types Records.

The CAD system will provide for files to be attached to addresses. These files will include, but will not be limited to:

- Premise history
- Hazards
- Cautions
- Chemicals
- Fire hazards
- Handicap residence
- Hydrant problems or no hydrants
- Off-duty officers working part-time status

These files will have the following capabilities:

- On-line entry of text message with current date and optional expiration date
- Cross check of file with each incident entered into the CAD system
- Periodic purge of expired records
- Periodic printing of file or portions thereof, for review by appropriate personnel.

A Response File shall be a sub-file accessible from the File Maintenance Master Menu which will display the Response List Menu. From this menu, the Administrator can display, modify, add or delete Response Assignment Records.

CAD Maintenance File shall be accessible from the File Maintenance Master Menu which will display the CAD maintenance List Menu. From this menu, the Administrator shall be able to determine maintenance status of the CAD system, including schedules to update/purge certain records and CAD system maintenance. Any changes to a master file will cause a record to be created identifying the changed file, nature of the change, date/time of change, and ID of personnel making the change(s).

Message File shall be accessible from the File Maintenance Master Menu which will display the Message List Menu. From this menu, the Administrator can display message sent by ID, position, time and/or day. Access to this file shall be limited to the System Administrator and other specifically designated personnel.

There shall be a component for the creation and retrieval of free form information in an Administrative Files File. The system shall be capable of adding, deleting and modifying Administrative Files. The Administrative Files capability offers versatility in storing and retrieving a wide variety of information including (but not limited to):

- Telephone number lists
- CAD operating instructions (HELP)
- All points bulletins
- Call prompting information
- BOLO's

The structure of an Administrative Files record includes elements for:

- Category classification (LISTS, HELP)
- Free form title for the Administrative Files
- Retention period for automatic purging
- System assigned index number
- A 720 character free form text field
- A system generated date and time stamp

Entry of Administrative Files records creates an index to the record consisting of:

- The category designation of the record
- The title of the record
- The system assigned index number

The CAD system shall provide the capability to build and retrieve information relative to agency personnel. A personnel record may be built for each employee consisting of:

- Name
- Employee Number
- Home Address
- Home Telephone Number

- Rank/Position
- Assignment Codes
- Special Capability Codes/Skills
- Remarks (emergency contact information, blood type, etc.)

3.4 CAD INTERFACES

The CAD System shall be capable of exchanging information with:

MILES - The Maryland Law Enforcement Telecommunications System;
NLETS – National Law Enforcement Telecommunications System;
CJIS – Courts Judicial Information System;
Prince George's County Sheriffs Department Warrant System

3.4.1 GEOGRAPHIC DATABASE (Geo FILE)

The CAD system will maintain a fully operational file of all streets, blocks, intersections, etc. of the City and Prince Georges County. The Geo File processing will operate in full street addresses, partial street names, intersections, building names and numbers, and commonly recognized place names. X-Y coordinates will also be included in Geo File operations. The capability to recognize abbreviated and misspelled entries will be included. The Geo File interface will automatically verify all incident locations. It will also determine if the new incident is a possible duplicate incident and whether there is any premise history, hazard data, or off duty employment associated with a particular location.

The geographic database subsystem for the CAD system must be closely linked to the Master Street Address Guide (MSAG) street names and codes. Aliases developed by the Cities must be cross-referenced to the MSAG files. Updates from the MSAG should be applied to the CAD subsystems' database and updates made by the Cities staff should be periodically transferred to the MSAG. The CAD Geo File must be as functionally complete as possible while assuring that it will permit direct interface, now and over the life of the system, to the Cities' GIS files with the best possible match of data.

Software Solution must be built on the ESRI 9.2 platform.

Support the Enterprise Level of ArcGIS Server (ArcSDE).

Describe your Geo File creation, on-line access, and maintenance philosophy.

On-line access to the Geo File will be by address, partial address, intersection, alias, Building Identification Number (BIN), common place name, etc. Access will not require street type (Street, Avenue, etc.); the system will provide a list of possible choices so the correct location can be chosen. Misspellings and abbreviations will be handled in a similar fashion. In

addition to location verification, the system will automatically provide cross streets, information on hazardous materials, dangerous persons, past crime history, etc. If a call location can not be verified by the Geo File, the calltaker will be able to override the verification process and continue with call processing. Accessing of Geo File data by any workstation will not preclude accessing of the same information by another workstation. The system will also allow address verification only, via a function key without entering an incident.

A simple, practical state-of-the-art method is required for making changes to the Geo File as errors are detected, streets are constructed, names are changed, etc. Updating or maintenance will include the capability to add/delete/change street names, street hundred blocks, street aliases, street intersections, communities and any other modifications as deemed necessary. This process will be supported on-line to permit rapid update by the System Administrator with no disruption of service to users.

3.4.2 MAPPING SYSTEM

The CAD system must be integrated with a mapping product. This provides:

- A geo-base originating from a map source and a master street address guide (MSAG), and

- A geographic display of the area served by the dispatch center.

The vendor shall propose commercially available map graphics or graphics utilizing the clients existing ESRI ARCINFO GIS files for the source of the desired map data. The solution must support ArcGIS (ArcSDE).

The graphical map display shall be capable of being driven automatically by CAD software or through CAD keyboard commands. Features such as map zooming, panning, centering on incidents, showing selected vehicles or sets of vehicles, following selected vehicles plus icon control – i.e. vehicles, landmarks, incidents (size, shape, color, blinking) shall be outlined in the proposal.

The mapping system geobase shall contain streets, intersections, address ranges and coverage areas.

The system shall have the ability to associate address ranges and segments of streets with the primary, secondary and mutual aid agencies which support them.

The system shall have the ability to attach objects to the geobase, such as common places, alias names of streets, hazardous materials sites, hospitals, hydrants and water sources, and other user defined objects. The functionality shall exist so as to automatically transport CAD premise file data to the mapping system.

The system shall be capable of displaying building footprints on maps and have the capability to display building layouts if loaded.

The system shall have the ability to define or pinpoint new items on the map or move the location of existing map items, close streets or intersections, as well as to add overlays to the map.

The system shall provide ability to do data replication between a central master GIS database (ArcSDE) and Vendor's public safety GIS database (ArcSDE).

The system shall write spatial data directly to the ArcSDE geodatabase.

The system shall provide real-time data sharing between the CAD system and the County's ESRI GIS system.

The system shall provide real time data sharing of GIS updates among CAD workstations.

The system shall utilize ArcViewSDE for map generation.

The system must be able to upgrade to the most current versions of ArcMap, ArcSDE and SQL Server as those versions become available and are deployed within the County.

The system shall support user-definable map symbology.

The system shall support the customization of how maps are displayed within the Vendor's solution by use of ESRI's .MXD files.

The system shall provide the same advanced routing capabilities as available through ESRI's Network Analyst and must be fully integrated into the CAD solution.

The system shall support the use of ESRI's 9.2 Dynamic Display technology for high performance display of Units, CFS, etc. on the CAD Map.

The system shall support a Services Oriented Architecture.

The system shall support the use of an Enterprise Geodatabase.

The system shall support Multiple Locator Services for Geocoding.

The system shall support multiple maps for multiple agency configurations.

The system shall support the use of scale tolerances for map layers to allow certain layers to appear at appropriate zoom levels.

The system shall support the ability to use Agency defined icons for Units, CFS, etc. in the software.

The system shall support the use of Hyperlinks within the CAD Map.

Proposers shall explain the steps and costs associated with updating the proposed graphical map display with new street data on a periodic basis. Include in your discussion the cost and the process for maintaining the CAD geofiles such that the map files and CAD geofiles stay synchronized.

3.4.4 RECORDS MANAGEMENT SYSTEM

Integration of the CAD system with a RMS should provide the following advantages:

- Allows the dispatchers to access historic information on calls for service and unit histories, Master Name Index and warrants data. This provides law enforcement officers and emergency personnel with vital information concerning wants, warrants, summons, restraining orders, and prior arrests for persons, locations, and vehicles involved in the incident to which they are being dispatched, vehicle and impound information.

- Allows for the transfer of incident data from CAD to the RMS database where reports, persons, vehicles, property, exposure, and other records data can be input.

3.4.5 MDC INTERFACE

The CAD – MDC interface provides transmission facilities for the MDCs for vehicle and other units. The CAD system must provide data output/throughput to the MDC system and for receipt of data back to the CAD system from MDC terminals.

A platform and codes for this subsystem must be supported in the CAD system.

3.4.6 TIME GENERATOR INTERFACE

The principle function of the time generator subsystem is to supply precise and reliable time data to subsystems and components of the clients CAD system and other communication center systems. The synchronization of time between these components must be maintained, and therefore, periodically reset. Any reset or re-synchronization of any component resulting in a correction of one second or more must be reported and logged. The proposer must discuss in detail the methodology to be used to achieve this. Particular attention should be paid to the failure of the time generator system itself.

3.5 CAD SYSTEM PERFORMANCE SPECIFICATIONS

3.5.1 NO SINGLE POINT OF FAILURE

The system must be able to tolerate any single hardware failure. This will include all CPU's, file/computer servers, memory, disk and communication equipment. The system must be capable of accessing all resources simultaneously.

No single failure of any individual component shall functionally degrade the configuration in any manner. If a component becomes inoperable due to a hardware malfunction, the functions of the inoperative component shall continue to be accomplished without interruption. All backup or redundant components must be in continuous operation to prove their availability.

As the primary source of hardware/software control, the CAD computer must be configured for total redundancy and fail-safe operations. The configuration should avoid single points of failure. In the event of malfunction, there will be an automatic equipment changeover.

3.5.2 RELIABILITY

Mean Time Between Failure (MTBF) and Mean Time to Repair (MTTR) will be at a minimum for the total system. Proposers are to state total MTBFs and MTTRs for all proposed subsystems and components. Emphasis on system reliability shall be such that the probability of failure of the total system is reduced to the lowest practical limit. The selected vendor will be required to demonstrate that all equipment delivered meets those MTBFs and MTTRs through an acceptance test procedure and on-going contractual maintenance after system acceptance.

3.5.3 AVAILABILITY

A systems design that maintains the CAD subsystems in an operational-ready condition, at all times, is considered to be critical. Vendors will be evaluated on their ability to provide a system configuration with the highest degree of reliability and availability. An availability factor of 99.99% or greater is required. The selected vendor will be required to demonstrate the reliability claims during an acceptance test procedure and on-going system maintenance contracts.

3.5.4 USEFUL LIFE

The system(s), after initial implementation, will have modular growth characteristics and reasonable capacity for expansion, such that the useful life of the system with proper maintenance will be fifteen (15) to twenty (20) years.

3.6 TECHNICAL LITERATURE

Appropriate technical literature will be submitted with the proposals. Only technical literature that is specifically referenced shall be included.

3.7 SYSTEM SAFEGUARDS

The proposed CAD system should provide automatic recovery, restart, and switchover to ensure integrity of information. In addition, due to security considerations, the proposed system should:

- Be resistant to tampering;
- Provide access only to authorized users;
- Not inconvenience users doing their jobs;
- Monitor sensitive data;
- Monitor intrusion attempts;
- Provide for on-line restoration of the CAD system in case of major damage; and
- Provide for an on-line capture of the CAD system in case of future need to restore.

Vendor should include details of the safeguards in hardware/software design including any manual intervention required to guarantee continuous operations. This includes automatic cut over to local and remote backup systems, automatic switching to backup network interfaces, and securing the CAD system data.

Specific safeguards must be present to protect against the loss of the primary CAD system. Some method of hardware/software design must be present which will allow calltakers/dispatchers/supervisors to continue in some reduced capacity without going to a

manual dispatching system. Once the system is restored, information must automatically be updated in the main database and the system must resume normal operations.

3.8 PRESERVE DATA AND PROCESSING INTEGRITY

The system must handle data or messages in process when a fault exists in a way that preserves data and processing integrity. Under no circumstances should entered data be lost.

3.9 AUTOMATIC FAILOVER TRANSFER

Any and all component failures must be automatically detected and the system must automatically failover to other components to continue processing. This failover must be transparent to the application users. There shall be no apparent delay during failover. Failover should be accomplished in five seconds or less.

3.10 AUTOMATIC NOTIFICATION OF COMPONENT FAILURES

All modules and subsystems must be fully monitored such that the proposed system automatically triggers a maintenance alert message simultaneous with any component failure. This alert should be routed to the supervisors' console, the systems administrator terminal, and to a printer to provide a hard copy record of failure data.

3.11 SYSTEM EXPANDABILITY

The system must allow for expansion by upgrading all hardware and software without major system downtime. The system must also have the capability to be expanded in whatever areas necessary to allow for a 20% per year system load increase without major system downtime. In addition, client requires certification from the vendor that the proposed system will be capable of handling anticipated growth over the next ten (10) years on vendor proposed supported hardware and software, and without disruption in service to the CAD system.

3.12 CAD WORKSTATIONS

Remote Workstations interface supplies work station and printer capabilities to various locations throughout the Cities. The proposer may be required to provide workstations and printers to various locations throughout the Cities. These locations will be identified during negotiations with the successful bidder. For pricing purposes the bidders shall show workstations as a line item. Should the price per group be different then a group price and how many workstations are considered a group needs to be listed. These workstations will be capable of functioning as network workstations or as stand-alone office automation business support stations.

3.13 DATA STORAGE

The client is required to retain incident information of five (5) years. Data storage must be provided with sufficient capacity to support the proposed CAD system with three (3) to six (6) months of mirrored data on-line, and up to five (5) years of simplexed relational data on the client's relational database management system available for reports and *ad hoc* queries. The vendor should include pricing for mirrored on-line CAD data storage for three (3) months and optional pricing for six (6) months. It should also include optional pricing for simplexed relational data for ten (10) years and fifteen (15) years.

On-line disk drives shall be provided in a mirrored configuration so that all data is maintained redundantly. This feature must be an inherent element of the operating system and must be hardware proposer supported. In addition, the system should be designed such that there is no loss of data under any possible scenario; the system must be automatically updated for any information that may have been recorded at a work station during (transparent) system downtime as soon as system becomes available.

3.14 DETAILED HARDWARE PLATFORM

The system shall be able to continuously process the application, even in the event a system-level, transient software error brings down a processor module. (Transient software errors are timing-related and do not occur each time the program is run). The system software must run in such a way that the likelihood of another transient error occurring is greatly reduced. This is to avoid processors failing successively.

3.14.1 The vendor shall show the cost effectiveness of the redundant systems.

3.14.2 The system shall have established preventative maintenance and repair schedules/procedures that can be performed while keeping the processes in operation. Cost for continuation of all such maintenance beyond the initial two (2) year maintenance/warranty period should be included in the pricing section of the proposal. Availability of the application shall be maximized by providing cost effective three-shift maintenance alternatives or some other approach to system maintenance.

3.14.3 The system must include the ability to repair any failing component without affecting on-line operations.

3.14.4 The system's application handling software must allow the running application to be stopped and still maintain data integrity. The software must permit transactions which are already started to finish and not allow new transaction to begin.

3.14.5 The system must ensure that an aborted transaction, which may be due to program abort, hardware failure, or bad inputs, is removed from the database and the database is left in a consistent state.

3.14.6 The system shall ensure database consistency in the event of any component failure, and in the case of mirrored disk drives, in the event that redundant disks fail simultaneously.

3.14.7 The system shall ensure database consistency and simultaneous availability in the PSAP, without operator intervention, after a system failure that occurs for any reason.

3.14.8 The vendor must demonstrate modular growth of the systems during expansion and vendor must have proven examples that the system achieves linear growth in performance as upgrades are made.

3.14.9 The vendor must supply software that can be used interactively to tune the system without modifying the application code, and during tuning, the overloading must be easily traced.

3.14.10 The vendor must demonstrate that the system includes the ability to meet present needs and expand the system capacity to meet the peak period workload requirements.

3.14.11 The system shall provide networking software that includes:

(1) continuous availability and integrity,
(2) best-path message routing,
(3) on-line network expansion without changing application software, and
(4) in the event of a communication line failure, automatic rerouting without operator intervention.

3.14.12 The system shall provide communications subsystems that include:

(1) total redundancy or fault tolerance,
(2) modular expansion to facilitate maintenance and growth,
(3) protocol support to offload the host processor, and
(4) on-line diagnostics and hardware self-test to improve maintenance and problem determination.

3.15 CAD SOFTWARE ELEMENTS

3.15.1 CONSTRUCTION AND DOCUMENTATION STANDARDS

The vendor must either escrow all source code or deliver all source code to the Cities of Greenbelt and Hyattsville and update after every code upgrade.

Design and construction will follow top-down structured design and programming techniques.

Software must be modular and functionally bound, facilitating modification and addition of modules and functions.

Open support and standard software should be used. Custom operating system or database management system should be avoided – except in the creation and use of the separate incident history database for report and ad hoc queries.

The system will have the capability of testing all new software, or modifications of existing software, and training of new personnel in all functions of the system without disrupting or degrading the operational system.

3.15.2 PRIORITY MESSAGE PROCESSING

The CAD system must support the expeditious handling of high-priority messages.

3.15.3 SUBSYTEM STATUS

The CAD system will maintain accurate operational status of all subsystems. Line and workstation status information will be updated and preserved as commanded by the System Administrator, or as scheduled within the system, such that the system can properly restore line and workstation status following power failure or software error.

Whenever a change in operation status is detected, the system will notify the System Administrator via a system controller terminal.

The system will provide the capability to place one or more workstations in or out of operation at preset times and automatically notify the System Administrator of any changes in terminal status.

3.15.4 SYSTEM STATISTICS

The system will be capable of generating statistics to support both the continued interactive monitoring of on-line performance and to provide a basis for long-range planning. The proposal should include regular re-design and tuning support as part of post-cutover proposer maintenance.

3.15.5 SYSTEM CONTROL

Convenient and thorough control of the complete CAD network will be provided from designated system control terminal(s). All system control commands will be entered from the designated terminal(s). Additionally, all system status messages will be displayed on the system control terminal(s).

3.15.6 MODULARITY AND CAPACITY EXPANSION

The CAD system software organization must be modular and expandable to meet anticipated growth in information, traffic volumes, lines, and subsystem interfaces. This will enable the client to meet the changing demands of the future with minimum system redesign.

3.15.7 DATA FIELD HELP

The system shall provide assistance to the operator in filling in the data fields of a formatted screen. This assistance can consist of text known as the "help resource" returned to the bottom lines of a screen in response to a help request. If the "Help" response requires more lines on the screen that were allocated, this area can be paged.

Requesting "Help" for a specific data field shall be done in an expedient manner.

3.15.8 ALARM ACTIVATION

The CAD system will be equipped with multiple alarms which will be activated by the system in the event of equipment and/or system failure. These alarms should notify the supervisors console and the Systems Administrator terminal, and be routed to a printer for a hard copy record of failure events.

3.15.9 HUMAN ENGINEERING CONSIDERATIONS

Workstations shall be designed to comply with American National Standard for Human Factors Engineering of Visual Display Terminal Workstations (ANSI/HFS Standard #100-1988). System design will include the following workstations operation features.

- Minimized response times;
- Utilization of function keys to minimize operator keystrokes;
- Assignment of function keys according to the terminal application;
- Optimum standardization of screen formats;
- Use of plain English screen prompting, key words, and check boxes;
- Combination of transactions on a screen to minimize the number of discrete transactions from the operator;
- Use of formatted, protected screens to minimize operator error;
- Use of windowing icons;
- Ability to have and restore screen data so that an operator can switch between incidents and not lose data;
- Use of descriptive error messages and cursor repositioning to aid in operator error correction;
- Organization of data fields, on screen, to minimize operator keystrokes;

- Use of “HELP” features (operator assist) to answer operator questions or field usage, requirements, or errors;
- Use of input recall and response recall keys to aid recovery from operator errors;
- Use of immediate, positive response message to each operator action, thereby providing operator assurance of system availability and responsiveness;
- Status/code indicators along customizable color coded screen design to reduce errors by color blind Dispatch personnel; and
- Flexible screen layouts.

3.15.10 FUNCTION KEYS

The operation of the function keys is dependent on the characteristics of the selected workstations. The function keys, however, will operate as follows:

- Minimum keystrokes required to execute system commands;
- Function keys will generate an identifying message when the specific key is pressed;
- Function keys operate in any mode; and
- Functions that are available at both call takers’ and dispatchers’ terminals shall use the same function keys whenever possible. For example, the function key used for a call for service entry form will be the same regardless of the type of terminal used.

3.15.11 FORMATTED TRANSACTIONS

The exact procedure for entry of data into a preformatted screen depends, to some degree, upon the characteristics of the selected workstations. However, the following general features are desirable:

- Data identifiers and prompting information shall not be easily erasable by the operator (multi-stroke erase required);
- A “TAB” key or other key function shall permit rapid cursor advancement from field-to-field;
- Transmission of only variable (unprotected) data shall occur;
- Cursor repositioning and color coding of the field shall provide visual identification of fields containing errors;
- Field separator characters shall terminate each unprotected field;
- The cursor shall not be allowed to reside in protected areas of the screen; and
- Formatted text sent to the CPU from a workstation shall pass editing and error checking criteria prior to being accepted by the system for execution. In some cases, the cursor is repositioned to the data field containing the error.

3.15.12 UNFORMATTED TRANSACTIONS

The system shall be capable of processing certain unformatted transactions. These are entered by the operator without any prompting of data or protected fields. Unformatted transactions include:

- Mask requests
- Common terminal functions
- Special system control commands
- Administrative messages

Unformatted text sent to the CPU shall pass delimiter checks prior to being accepted by the system for delivery. Failure to pass these checks causes an error message to be sent to the workstation on the last line of the screen.

3.15.13 MESSAGE WAITING

The system shall notify the remote workstation user whenever a message is queued for delivery to the workstation, but cannot be delivered because the terminal is busy.

The "message waiting" message format shall depend upon the characteristics of the selected workstations. The following capabilities are desirable:

- "Message Waiting" visual indicator shall be illuminated;
- "Audible Alarm." If any, shall be sounded; shall be capable of multiple tones and user reset switch; and
- Cursor shall be returned to the proper position, if disturbed by receipt of the "message waiting" message.

3.15.14 NETWORK CONFIGURATION CONSIDERATIONS

The vendor is responsible for all CAD network configurations and must directly address factors which impact response times, including:

- Line speed to terminals/printers
- Number of terminals/printers per line
- Number of lines in system
- LAN system design, if LANs are proposed

The CAD Network design should ensure continued operations in the event of any failure, including the following episodes:

- Failure of CAD system
- Failure of ANI/ALI link

- Failure of data links

The vendor should show how the most efficient, state-of-the-art network design features that are being used in all areas within the communications center, to the CAD computer. It should include a description of the data flow, all network hardware and software, and all transport media used.

SECTION IV RECORDS MANAGEMENT SYSTEM

4.1 RMS FUNCTIONAL REQUIREMENTS

4.1.1 OVERVIEW

The proposed Police Records Management System shall support the Cities of Greenbelt and Hyattsville and will be comprehensive relational database storage and retrieval system operating under an open systems environment, and preferably using a Graphical User Interface (GUI). The RMS will be structured to operate in an interactive mode so that RMS users are able to interact with the computer in a real-time mode, and transactions that add to or change the database are applied as they are committed.

Most of the interaction between the user and the computer shall be via pre-formatted, fill-in-the-blank type data entry and inquiry screen layouts. In cases where pre-printed forms are required to record information for subsequent submission to other authorities, the RMS screen formats and data input fields should match those contained on the forms. CAD incident and unit activity information should also be available within or through the proposed RMS. When RMS users retrieve the information, they should be able to do so easily without regard to the subsystem(s) involved.

Representations of existing Police department information and data collection forms can be provided to Proposers upon request. Proposers shall ensure that at a minimum, the proposed RMS will facilitate the capture of all of the data elements contained on these departmental forms and utilizing the same terms. The police department is flexible as to the appearance of the output of the system as long as the required data elements are provided. However, flexibility will not be afforded for the capture and presentation of reporting information for Summary Based UCR or the Maryland State Incident Based Reporting System, or other governmentally required reporting.

The proposed RMS must be fully integrated with the other systems being proposed through this RFP including, Computer Aided Dispatch (CAD) and Mobile Data Computer system(s).

4.2 RMS APPLICATION SOFTWARE FUNCTIONS

It is the intention of the Cities of Greenbelt and Hyattsville to purchase “off-the-shelf” or basic RMS software functionality, requiring the minimum amount of modifications necessary in order to support necessary functions and interfaces. However, to ensure that the Proposer’s software meets a minimum set of requirements, this section specifies the minimum functions that must be supported by the RMS software.

The Cities of Greenbelt and Hyattsville are accredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). Accordingly, a RMS application must support the Standards for Law Enforcement Agencies (most recent publication).

Proposers are responsible for familiarity with these standards and must specify any criteria with which the proposed system does not comply.

If the Proposer must tailor the RMS to fit the requirements, it must be accomplished through either minor customization of the RMS software or, preferably, through adjustments to configuration tables, screen presentation formats, and field definitions. All customization costs shall be included in the proposal. Customization to program code is viewed as a negative factor and will result in point deduction in the evaluation process.

With the exception of certain supervisor functions, it is expected that all functions will be available to all workstations, provided the operator has been assigned the proper security authorization. However, for convenience, the functions shown in the following subsections are listed under the primary user of the function.

4.3 GENERAL RMS FUNCTIONS

The following required functions generally apply to all records management modules:

- The software shall produce an audit trail of all transactions on the system. This audit trail will log the operator ID, workstation ID, date and time of the transactions, the transaction type (i.e. edit a field) and the transaction results (data field results after edits are completed).

- The software design shall make extensive use of table driven parameters, allowing easy modification by the system administrator without the requirement for programmer support. It shall be possible to complete these modifications when the system is active.

The system shall allow the system administrator to create additional databases, data fields, and graphical user interface formats.

The software shall provide authorized users with the ability to search virtually all data on the system. The search results will be displayed as a list of all records matching the search criteria. The capability shall exist to select a specific record from the list. The software shall be able to allow user to select how the results are sorted e.g. A→L, Z→A.

In order to ensure data integrity and maximize search capabilities, certain data fields within the RMS shall be validated against predefined tables. The system administrator shall be able to add, modify, or delete records in the data validation tables. An interactive, easy-to-use tool shall be included in the system for maintaining the validation tables.

The system shall provide a minimum of four blank data fields for each module/screen that will allow the Cities of Greenbelt and Hyattsville to track data on an ad hoc basis. Each field shall be a minimum of 15 alphanumeric characters and provide a means for data

validation. Proposers shall explain how their system provides this type of functionality and any limitations it may have.

The system shall provide the ability to link multiple incident/offense reports to an incident through the same incident number.

Address validation – all address and location data entry fields will be validated against the system's geofiles. Validated addresses/locations will be assigned an X-Y coordinate value.

Geofile – the RMS shall use the same geofiles as the CAD system. It will be acceptable to have a copy of the geofiles resident on one or more servers, but it will be a copy and not a separate version. The RMS system should not have a separate, uniquely maintained geofiles.

The system shall provide the ability to hide certain fields based on security and status of the case (i.e. only investigators working the case can view its details).

The system must comply with any Department of Justice Security requirements.

4.4 DATA MAINTENANCE

The proposed RMS shall provide for the capture of data listed below, at a minimum, and the editing procedures required to maintain and display or print the information.

Incident, alarm, and activity information including:

- Requests for service.
- Law enforcement operations
- Field interview information.
- Law enforcement traffic management
- Equipment and resource management.

At a minimum, this information shall be indexed by location, type, date, incident and case number.

Master name index to include victims, complainants, suspects, persons arrested or interviewed, traffic offenders, witnesses and other involved individuals.

- Cities of Greenbelt and Hyattsville criminal arrest and warrant information.
- Location information including, but not limited to:

- Accumulated calls for service
- Hazardous incident or conditions reported
- Hazardous materials present
- Activity at the location, including citations, inspections, incidents, reported offenses, etc.
- Nearest cross street.

Maintenance functions shall include module, record and field-based restrictions on view, add, modify and edit functions based upon individual user name and specific workstation login. Delete functions shall be severely restricted (system administrator access as specified by the Cities of Greenbelt and Hyattsville).

4.5 MANAGEMENT INFORMATION SYSTEM

The following are functional requirements necessary to produce specified reports, tables, charts, graphs, and maps that shall apply to all RMS subsystems and modules. That is, the same mechanisms described in this section must be accessible to each module and subsystem in the RMS.

The intended use of the RMS shall be the compilation of data and statistical information regarding agency activities for records support and administrative decision-making.

4.6 REPORT GENERATION

The RMS must include a set of report generation tools that provide the following minimum capabilities:

- The RMS shall be capable of generating reports for both screen display and printing. All non-graphics reports shall be capable of screen display and printing on a workstation printer or network printer.
- Reports shall be menu selectable for content and generation parameters, including the capability to hide privacy-related information for public distribution.
- The report generator shall also include a command mode providing for the generation of reports using selectable parameters from any system files or information not shown as menu selections.

- The report generator will provide predefined reports, custom tailored to meet the needs of the Cities of Greenbelt and Hyattsville.

The proposed software shall facilitate the inclusion of Cities of Greenbelt and Hyattsville specific information in reports, charts, graphs, and maps produced by the system. Such information includes, but is not limited to, report header data and text, Cities of Greenbelt and Hyattsville Seal, department logos, etc.

The report generator should have the capability of making RMS data available for other systems and PC applications using the Microsoft DDE, OLE, ODBC, ASCII, or comparable standards for dynamic data exchange. Examples of the types of software that would access the system's databases through DDE, ODBC, or other available techniques include Microsoft Access, Excel, Seagate Crystal Reports, etc.

Reports shall allow tracking of activity by type, location and temporal factors.

The reporting mechanism will also include a plain-text and Boolean search mechanism. The proposed system shall include the ability to search narrative information and other text fields for the occurrences of user specified words or partial words. It shall be possible to retrieve or find all narrative information that contains combinations of two or more words / phrases (i.e. find all occurrences of "white" and "Honda").

The search utility should include the ability to find words in close proximity or nearness that can be described.

4.6.1 ADMINISTRATIVE REPORTS

The RMS shall provide basic administrative reports summarizing significant activities and occurrences handled by departments and divisions using the system. The RMS must include comprehensive reporting tools in each module whereby Cities of Greenbelt and Hyattsville personnel can create "predefined" reports that can be automatically initiated by time of day, day of week, etc., and directed to any printer(s) on the RMS network or sent via e-mail or to an HTML output. The available reports should be robust, flexible, and easily initiated. It must be easy to change selection criteria and parameters such as starting date and time, ending date and time, subset of data to be extracted and aggregate, etc. The reports shall include summarizing and sub-total statistics, as well as list generation.

The Cities of Greenbelt and Hyattsville are particularly interested in trend analysis, data aggregation, and other more advanced reporting functions. In addition to tabular reports, the system must include the ability to either directly generate maps, charts and graphs or to generate maps, charts and graphs through easily invoked PC applications such as Microsoft Excel.

Proposers must identify the type of standard (predefined) reports available in the proposed system and include sample reports for review/evaluation by the Cities of Greenbelt and Hyattsville.

4.6.2 ACTIVITY AND TIME CARD REPORT

The CAD system, in combination with the mobile data computer system could help to automate this process. RMS should be able to store, retrieve, and manipulate (print, aggregate, analyze, etc.) activity report data.

Activity data should be collected and reportable by:

- Individual
- Type of Call
- Time on call by type of call

The CAD system should assist by keeping track of unit activity and uploading/transmitting the information to mobile computers for review and submittal by patrol officers. The data should be stored in the RMS so that management can research specific activities by officer, incident, etc. It should be possible to identify who was working a specific shift and their activity during the shift for any user specified time interval.

Automated activity cards would include the following processes:

- CAD fills in officer activities that are tracked by CAD;
- The mobile data computer system captures demographic data, field interview data, type and duration of stops, etc. automatically as it occurs;
- Officers manually enter data not populated by CAD; and
- Automated activity cards are electronically submitted at end of each shift.

Proposers shall describe how the proposed system will help automate these data collection and storage functions.

4.7 LOCAL, STATE AND FEDERAL MANDATES

4.7.1 REPORT PRODUCTION

The Cities of Greenbelt and Hyattsville must collect, analyze and aggregate data to produce State and Federally mandated reports such as the NIBRS, Uniform Crime Reporting (UCR), traffic stop data, juvenile holding log, etc. The system must automate the process for producing and submitting these mandated reports.

Techniques such as the correlation of local offense codes by means of a conversion table to automatically provide for UCR / IBRS reporting shall be included in the system.

Proposers shall describe the automation provided in the proposed system for mandated report compliance, production and submission.

The proposed RMS shall provide for public information the reporting of crime and arrest information as required by various State and Federal mandates. It shall provide for dissemination of web based public information as well as written logs. UCR reporting must provide for exclusion of otherwise reportable incidents that are not within the Cities of Greenbelt and Hyattsville's distinct UCR reporting areas.

4.8 AD HOC REPORTS

An extensive "ad hoc" reporting tool shall be provided whereby personnel can create and maintain reports using any and all data fields within the system. This reporting tool shall provide graphics capabilities for the production of bar charts, graphs, etc. using data from all RMS modules. The proposed system shall include the ability to integrate RMS data with CAD information for analysis and report production.

4.9 MAPS

The RMS must include an easy-to-use map generation function that is accessible from all relevant system modules. System users must be able to access desired data, reformat it as necessary, and produce a map customized (tailored) to the Cities of Greenbelt and Hyattsville without having to depend on programming or technical personnel or contractor assistance. Ideally, certain maps will be menu selectable with "step-by-step" instructions available to "walk-the user" through the production of the map.

At a minimum, the system shall support either the direct production or, through an easily invoked (e.g., seamless) third party mapping tool, the creation of the following general types of maps and geographic analysis:

- Thematic maps – maps of geographic boundaries (e.g., response zones, police areas, etc.) that cover the entire Cities or geographic subset, and that are color-coded or differentially shaded to reflect the data contained within each boundary. For example, a map showing the relative crime rate in each police zone in the Cities.

- Automatic pin maps – maps displaying, through icons or other symbols, the location of specific event occurrences on Cities or geographic sub-area. For example, a map showing the location of all auto thefts that occurred in the Cities during the last two months.

- Spatial data aggregation – the ability to aggregate extracted information into more meaningful statistics. For example, generate crime rates by area statistics by aggregating individual crimes occurring in each zone of the Cities.

- Trend analysis/forecasting – the ability to extract recent historical incident occurrences, trend and pattern statistics, and when possible, to forecast future activity.

The Cities of Greenbelt and Hyattsville's GIS must be used as the foundation for the initial population and subsequent maintenance of the geofiles. Any spatially-based reporting must be based upon geofile data, which is consistent with the Cities of Greenbelt and Hyattsville's GIS.

Proposers shall discuss the ability of the proposed system to use this component to provide map-based presentation of any location-based information.

4.10 NARRATIVE INFORMATION

The system must allow, for all practical purposes, unlimited text narrative to be entered for most reports or databases in the system. Entry of narrative text must include standard word processing functions such as formatting options, word wrapping, spell checking, copying, moving, deleting, etc. The use of line editors, programming editors, or limited text editing systems is not acceptable. The system shall have the ability to construct narrative templates. The Cities of Greenbelt and Hyattsville are currently standardized on Microsoft Office XP, and therefore the use of the current version of Word as the "default" word processing/text-editing tool within the RMS is preferred. The RMS must provide the ability to search on any word or phrase contained in the narrative of any report.

4.11 EXPUNGEMENT OF INFORMATION

The system must provide the capability to remove all reference to specified information from the various RMS database as required by court orders. The system shall produce a report indicating the "purged" information for return to the court. This functionality must give Cities of Greenbelt and Hyattsville personnel the flexibility to expunge specific or global information related to an individual as required by the court order.

4.12 INTEGRATION OF CAD AND MOBILE DATA WITH RMS

RMS applications must be designed to operate as stand-alone record processing systems and as a component of an integrated system consisting of the new CAD system and where appropriate, the new MDC package. In particular, the RMS shall be able to support the application of the proposed field based reporting module and the report approval process

inherent in such a system. Proposers shall describe the proposed system's integration capabilities with CAD and MDC.

4.13 INCIDENT RECORD TRANSFER

RMS modules will receive the majority of the initial base data from the CAD system. Calls for service and other CAD events will result in the creation of an incident record within the proposed RMS.

Once incidents are closed in CAD, the incident records shall be made available immediately to the appropriate RMS modules and subsystems. The CAD system shall also have the ability to routinely transfer active incident records to RMS upon operator command or RMS user request. For example, an officer needs to complete a report while the CAD incident is still active/open.

4.14 SUPPORT FOR CAD QUERY FUNCTIONS

The RMS modules shall be sufficiently integrated with the CAD and Mobile Data System(s) to support routine queries from the two systems. The CAD system will forward MDC queries to the RMS as required. At a minimum, support is required for the following types of CAD queries:

- Persons Checks – appropriate master files and databases will be queried to identify any relevant activities in the RMS modules of the person being checked. For example, the RMS will identify the existence of any outstanding local warrants, recent cases in which the individual was involved, and other relevant information.

- Property / Vehicle Checks – appropriate master fields and databases will be queried to identify any relevant vehicle information in the various RMS modules and subsystems. For example, recovered and pawned items will be searched against the stolen property records to identify any potential hits.

- Location Checks – appropriate master files and databases will be searched to identify any relevant location information in the various RMS modules and subsystems. For example, the existence of any hazardous materials on site, site plans, pre-plans, etc., will be identified and reported to the CAD system.

4.15 MASTER NAME SUBSYSTEM

The master name database shall consist of a table or series of linked/related tables that contain the names and unique identifiers of victims, suspects, persons involved in field

interviews, witnesses, reporting parties, persons arrested and cited, traffic offenders, etc. The table shall be a name index with information fields specific to the tactical activity of police and shall accommodate an unlimited number of entries. This subsystem shall be the collection point for all information concerning a person, regardless of how many records are on file for that person in the RMS.

This database shall be automatically updated by internal transactions from other applicable RMS subsystems. A search feature using a "soundex" algorithm or equivalent shall be available such that any parameter or group of parameters may be entered for any data field within the system (for example, display a brief list of all records where Mr. John Doe was involved as a victim. The response will display only those incidents where John Doe was a victim, regardless of the number of incidents where he was involved as a suspect, witness, complainant, etc).

Accordingly, the subsystem shall have the ability to cross-reference a name to other information concerning an individual, such as addresses, aliases, date of birth, physical description, medical conditions, social security number, and pertinent offenses. It shall provide data using numbers relating to various reports including incidents, cases, casualties, accidents, citations, field interviews, driver's licenses, permits, licenses, vehicles, etc.

The Master Name Index will be linked through pointers to various other files. These include:

a) CAD system;
- Incident activities (reporting status, victim, witness, etc.)
- Local list/disaster resource (call-out status)

b) RMS
- Incident reports
- Field contacts

4.16 MASTER LOCATION SUBSYSTEM

The proposed RMS shall contain a master location database that collects geographically oriented information in a central database and index. The master location database shall keep a running history of events/incidents at a given location. Selected information that is related to a location (such as persons with warrants, arson suspects, arrestees, and suspects) would be referenced through this database.

The location database shall provide links to detailed information about geographically oriented data stored in the system. For example, users should not only be able to identify a list of all incidents occurring at a specific location, but also to obtain detailed information about each incident directly from the displayed list.

At a minimum, the following types of information shall be included within this subsystem:

- Common place names
- Business names
- Selected persons (victims, etc.)
- Cautions/hazard remarks complete with scanned images/documents
- Premise history – repeat calls to the same location

4.17 MASTER PROPERTY, EVIDENCE AND VEHICLE SUBSYSTEM

RMS modules shall contain a master property and vehicle database that tracks property and vehicle information entered into the system in a central database and index. The master property and vehicle database shall provide links to detailed information about property and vehicles stored in the system. For example, users should not only be able to identify a list of all vehicles involved in an accident or all property stolen during a specific incident, but also to obtain detailed information about each vehicle and property directly from the displayed list including additional information, recovery information, etc..

At a minimum, the following types of information shall be tracked within this subsystem:

a) Vehicles:
   - Automobiles
   - Boats
   - Buses
   - Golf Carts
   - Motorcycles
   - RV's
   - Trailers

b) Property:
   - Bicycles
   - Clothing
   - Drugs
   - Electronics
   - Financial and other documents
   - Jewelry
   - Firearms
   - Tools
   - Small Machinery
   - Other

c) Evidence:
   - Vehicles
   - Property

- CDS
- Other

d) UCR Codes
   - Codes
   - Categories
   - Reporting

All data in the current RMS shall be converted to the proposed RMS. Vendors shall describe the procedures proposed to convert the data and any associated costs in the response to this RFP.

4.18 PRIMARY RMS MODULES

The RMS shall contain the following modules, at a minimum:

a) Police incident management and reporting
b) Accident management and reporting
c) Arrest and booking
d) Automobile impound tracking
e) Business
f) Call for service
g) Criminal investigations and case management
h) Crime analysis
i) Field interviews
j) Gang activity tracking
k) Inventory tracking
l) Mandated report processing
m) Personnel and training
n) Property and evidence – barcode capable
o) Wants and Warrants
p) Citations
q) Internal Affairs
r) Special Operations
s) Fleet management

4.19 INCIDENT MANAGEMENT AND REPORTING

The incident subsystem shall collect, store and process key information relating to incidents. In most cases, the basic information obtained from the CAD system will establish the root record. The incident module should, at a minimum, collect and manage the following types of incident related data:

a) Contain boundaries (zones, areas, etc)
   - Based on validated location

- Determined from the geofile

b) Involved persons:
   - Victim(s)
   - Complainant
   - Witness(es)
   - Suspect(s)
   - Arrestees
   - Other involved individuals

c) Offenses
d) Modus Operandi (MO)
e) Property
f) Case details
   - Location (including X-Y coordinate determined from the geofile)
   - Status (open, closed, cleared arrest, etc)
   - Case/report/incident number
   - Type of case
g) UCR, NIBRS classification
h) Open records narrative – a short summary that would be appropriate for public dissemination, which is compatible with freedom of information specification and that does not contain any confidential information (e.g., juvenile names, informant names, sexual assault names, etc.). Fully discuss the system capabilities relating to the method of determining report contents, audit trail and parameters.
i) Case Narrative – detailed narrative containing pertinent information about the case that includes victim names, juvenile names, etc. This narrative will not be available to the general public, but used only for investigative purposes.

4.19.1 The incident subsystem should provide access to all of the relevant original data entered into or captured by the CAD system. Where appropriate, CAD data should pre-fill the appropriate field in the RMS incident sub-system. For example, information from CAD should automatically populate the location, times, responding vehicle IDs, involved person, etc. fields in the incident subsystem. Officers and investigators should be able to modify/update the information pre-filled from the CAD system. However, the RMS should never be able to change any of the original information gathered by the CAD system and stored in the official CAD historical database**.**

4.19.2 The RMS should facilitate the report approval process. Report status, whether approved, rejected, etc., should be tracked by this module. The RMS system should lock the report once it has been approved and only allow modifications through the completion of supplemental reports. The system should allow for the un-approval of a report with supervisory oversight.

4.19.3 The proposed system shall support field based report completion and a field based report approval process. Proposers should describe their systems' capabilities to support a field based report module and to fully integrate the information captured by the field based report system with the RMS databases.

4.19.4 A tool should be available for creating, storing, and manipulating crimes scene diagrams. The diagrams should be linked to the incident reports and directly accessible from them. Any required software licenses for achieving these capabilities shall be included in the proposal.

4.19.5 The subsystem shall support the capture, storage and retrieval of one or more digital crime scene photographs. The photographs shall be stored in a compressed format and linked to the incident/case. Facilities should be provided in the proposed system for viewing and printing the photographs automatically when the incident record is retrieved from the RMS database.

4.19.6 Information from the incident subsystem must provide automatic inputs to the Uniform Crime Report (UCR), Reporting and/or incident based reporting (NIBRS) process. NOTE: any requirements for certification by the State of Maryland will be the responsibility of the Contractor. Final system acceptance will not occur until the State certifies electronic report submissions for the Cities of Greenbelt and Hyattsville by the Contractor. Proposers shall accommodate this certification process in their implementation plan.

4.19.7 The historical Police incident records of the current RMS will have to be converted to the proposed RMS. It is anticipated that four (4) years of historical Police incident records will be converted. Additionally, all historical master name records will have to be converted from the current RMS to the proposed RMS master name system. The conversion shall capture the incident numbers from the current RMS. Proposers shall describe the procedures proposed to convert the data and any associated costs in their responses to this RFP.
Modules for conversion shall include:

- Master Names
- Arrests
- All UCR Offenses
- Evidence (excel spreadsheet)
- Master Vehicles

4.20 ACCIDENT/TRAFFIC MANAGEMENT AND REPORTING

The subsystem shall include all of the textual information, exclusive of any required diagrams, reported on the Maryland Automated Report System (MAARS) Form. This includes information such as location and time of accident, description of involved vehicles,

road and weather conditions, damage assessment, driver, vehicle occupant, and pedestrian information, casualty reports, and contributing factors. The use of the official Maryland Automated Report System (MAARS) form is mandated by the State of Maryland.

4.20.1 Microsoft Visio or an equivalent tool should be available for creating, storing, and manipulating accident scene diagrams. The diagrams should be linked to the reports and directly accessible from them. Any required software licenses for achieving these capabilities shall be included in the proposal.

4.20.2 The subsystem shall support the capture, storage, and retrieval of one or more digital accident scene photograph(s). The photographs shall be stored in a compressed format and linked to the accident record. Facilities should be provided in the proposed system for viewing and printing the photographs automatically when the accident record is retrieved from the RMS databases.

4.20.3 Moving citations must be tracked in the system, either in this module or within a separate Citation module. If the modules are separate, the information contained within the modules shall be linked and able to be used in report generation.

4.20.4 The subsystem shall use selected information from the accident reports and moving citations to develop various statistical reports and correlation reports by types of accidents, locations, day, time, conditions, etc. Reports shall be designed to provide trends in traffic activity that can be used for comparative analysis, such as high traffic accident locations, high violations locations, other causative factors, time of day correlation, and weather factors. Other "ad hoc" reports shall be available using the reporting features of the system's database.

4.20.5 The ability to make inquires by location, range, time range, vehicle description, persons involved, and report numbers should be included, at a minimum.

4.20.6 Reports will be generated showing summarized year-to-date information, as well as similar information by month for the last five (5) years.

4.20.7 The proposed system shall support field based accident report completion. Proposers should describe the proposed systems' capability to support field based accident report completion and how it is integrated with the RMS system. If this capability is provided, it should be a separately priced item.

4.21 CITATIONS

The proposed system shall include a citation module for capturing, storing and retrieving citations issued by the Police Department.

4.22 ARREST SYSTEM

The proposed RMS shall contain a subsystem that automates the activities associated with the arrest processing of an individual and the temporary custody of that individual. This subsystem will allow the capture of comprehensive arrested person's demographic information, criminal charges, and warrants as well as details of the entries arrest, confinement, and release processing. This system shall separate adult and juvenile arrest records as mandated by the courts.

4.23 MUGSHOT SYSTEM

Proposers shall include a Mug Shot System as an optional purchase in the response to this RFP. In the price proposal all equipment related to a mug shot system should be itemized and shown as an option. The Proposers shall include a discussion of the proposed mugshot system and its capabilities.

The system must be compliant with current ANSI/NIST and FBI standards. At a minimum, the proposed mugshot system should include the following capabilities:

- Capture standard digital images (mug shots) of individuals, to include multiple views and multiple mug shot occurrences (subsequent arrests);
- Evidence photographs of victims (assault, wounds, etc.)
- Scars marks and tattoos;
- Store and retrieve the images;
- Integrate with RMS by linking one or more images/mug shots with:
    - Individuals
    - Arrests / Booking number
    - Cases
    - CAD incident number
    - FBI number
    - State ID
    - Master Name Index
- Generate legally acceptable lineups;
- Provide the ability to search on characteristics or features

4.24 VEHICLE IMPOUND TRACKING

The subsystem should track information related to the impounding of vehicles and should interact with cases, arrest, offense, and accident information in the RMS system. An inventory list containing all vehicles that have been impounded shall be either displayed on the workstation or printed on any printer with the RMS environment (or both). The impound system shall query NLETS/NCIC for wanted and stolen information on entered vehicles and should create the appropriate entry into the NCIC Recovered Vehicles File via the NLETS interface. This subsystem shall include the release date and time of the vehicle.

4.25 CRIMINAL INVESTIGATIONS AND CASE MANAGEMENT

The RMS shall provide the capability for effective investigative case management, control, monitoring and reporting. Using solvability factors, the subsystem should provide an on-line means to assign cases, monitor case and investigative progress, and initiate dispositions. Accordingly, this subsystem shall have the following minimum capabilities:

a) Record all cases on-line;
b) Provide for case tracking, monitoring, and control;
c) Query and retrieve records;
d) Provide various reports such as the following:
- Unassigned cases
- Case status summary (case closing analysis)
- Case aging
- Assigned cases (investigator workload)
- Division case counts
- Case activity summary
- Follow-up due report

4.25.1 Investigative case activity must be entered as supplements to original criminal offense/incident reports in the system. The case will be composed of the original offense/incident report, all supplements, property/evidence records, and other miscellaneous files and data. The system must keep track of these various pieces of information through a unique case number. The individual records and data that comprise the case must be easily identifiable from the case number and the case number must be easily identifiable from individual records and data comprising the case.

4.25.2 The historical case database of the current RMS will have to be converted to the proposed RMS. It is anticipated that four (4) years of historical RMS incident records will be converted. Proposers shall describe the procedures proposed to convert the data and any associated costs in the responses to this RFP.

4.26 CRIME ANALYSIS

This subsystem shall be used to analyze crime patterns and crime series, and to produce both specific reports from a particular search as well as standard periodic reports. Information must be presented in various combinations of textual color-coded graphical formats (tables, charts, graphs, and maps). It should also access other RMS tables to accommodate the needs and requirements of the crime analysis function and display this information using "pin mapping" techniques.

4.26.1 Crime statistics are critical for effective police work, as well as for consistency and reliable public dissemination of information. Crime statistics allow tactical planning and deployment of resources to fight crime. The information gathered must be available in a timely manner and accurate. The information must be readily available to members of the department without the use of programmers or highly skilled users. The Cities of Greenbelt and Hyattsville desire the ability to do CompStat type crime analysis.

Examples of crime analysis reports that may be produced are:

a) Daily reports – crime and arrest activity by patrol geographic boundary
b) Crime analysis log – summary of all crime incidents being processed.
c) Burglary summary – analysis of burglaries, point of entry, method of entry, and MO of suspects.
d) Pattern analysis – analysis of developing crime patterns used to spot new or changing crime patterns.
e) Pattern report – patrol briefing report on "pattern news"
f) Time summary – crime analysis by time of day and day of week

4.27 CRIMINAL HISTORY AND INFORMATION

This subsystem shall process and display selected information that may be used to list and display names of individuals arrested for committing crimes or being involved in criminal acts. Information available should include the subject's physical description, residents (past and present), traits, MOs, associates, convictions, involvement in incidents handled by police, case dispositions, and present status. Pertinent information is obtained from arrest reports, booking reports, crime reports, citations, wants and warrants, criminal histories, traffic reports, disposition reports, etc. Through collection of this information, this subsystem can produce an on-line rap sheet that shows the complete criminal history of an individual.

4.27.1 Historical criminal history records will have to be converted to the proposed RMS. Proposers shall describe the procedures proposed to convert the data and any associated costs in response to this RFP.

4.28 FIELD INTERVIEWS

This subsystem shall capture information from field interviews cards. The field interview system shall interact with the locations, master name, master vehicle systems, and the gang activity system. Information from the field interview subsystem shall be available to

the crime analysis system in order to establish relationships between reported offenses and field interviews. It shall be maintained on-line for access by investigative and crime analyst personnel in aligning suspects with criminal occurrences.

The Cities of Greenbelt and Hyattsville desire that the proposed system support field based field interview completion. Proposers should describe proposed system's capability to support field based field interview completion and how the completed reports/interviews are integrated with the RMS system.

4.29 GANG ACTIVITY

This subsystem shall allow for the collection of information concerning gang activities, including group meetings, gang members and associates, events, and locations. The ability to associate any/all information contained within this module with information contained in other RMS modules shall exist for the purpose of developing patterns and associations. The Proposer should show this as an optional system.

4.30 MANDATED REPORT PROCESSING

The RMS shall provide statistics for State and National mandated reports. The UCR/NIBRS dictates police statistical reporting requirements. This subsystem shall provide for the required monthly reporting, as well as maintain summary counts for a five (5) year period.

This subsystem must provide the capability to generate Summary Based Uniform Crime Reports including Part I, Part II, and all currently submitted forms. Additionally, the RMS shall facilitate the completion and production of all information required for submission as part of the Maryland's State Incident Based Reporting System, as dictated by Maryland State Bureau of Investigations and the FBI. The system shall provide the ability to transmit the report(s) to the State electronically and provide the ability to transfer the report information to magnetic media. As mentioned previously the Cities of Greenbelt and Hyattsville require the Contractor to be certified by Maryland State for SIBRS submittal prior to final system acceptance. Statistical reporting systems must incorporate the latest production versions of the reporting systems as promulgated by the State.

4.31 INVENTORY TRACKING

Equipment and supplies to be tracked for various user departments, divisions, and sections include items such as weapons, ammunition and ordnance, weapon parts, uniforms, radio equipment, office supplies, etc.

4.31.1 INVENTORY SUBSYSTEM

This module will provide basic inventory capabilities that serve the police department needs for the accounting of equipment and supplies in inventory or assigned to personnel. The following are examples categories of equipment and supplies to be tracked:

- Uniform items
- Protective equipment
- Weapons
- Radio equipment

At a minimum, data entry fields shall be provided for:

a) Personnel Identifier
b) Type of Equipment
c) Make
d) Model
e) Years purchased
f) Year for replacement
g) Vendor information

In addition, fixed assets such as office furniture, equipment, and other items of capital equipment must be recorded within this system. Inventory of equipment assigned to departmental vehicles must also be maintained.

4.31.2 PERSONNEL AND TRAINING

This subsystem shall be accessible throughout the department as defined by security, and shall provide for the maintenance of current employee and applicant information. This should include personal data, original hire date, all promotion dates, various contact phone numbers (such as pager, home, mobile, and office), training information, special skills (radar operator, breathalyzer operator, etc.,) complete employment history, current assignment, etc. This subsystem/module shall include the following information, at a minimum:

a) Employee's ID/badge number
b) Cities of Greenbelt and Hyattsville ID #
c) Last name
d) First name
e) Suffix
f) Middle name
g) Sex
h) Race
i) Social Security number
j) Hire date
k) Date of birth
l) Address
m) Residence telephone number

n) Business telephone number
o) Emergency contact name
p) Emergency telephone number
q) Emergency contact comments
r) Length of service
s) Department and division (retain all old assignments)
t) Squad/Unit Assignment
u) Date of current assignment
v) Training officer ID
w) Training officer's name
x) Employee status (active, retired, suspended, etc)
y) Special skills
z) Training information including certifications and re-certification requirement dates.

The system shall be able to generate a list of personnel who are nearing their re-certification dates and a reminder letter/message/e-mail notifying affected individuals and their supervisors.

4.31.3 PROPERTY AND EVIDENCE

This subsystem shall be used to maintain information and records regarding property and evidence reported on formal police reports. The property management system will replace all existing property systems in use. The RMS must be designed so that specific property reports will be entered into the property and evidence file (i.e. stolen property reports, lost property reports, found property or recovered property reports, contraband property reports, evidence items (including barcode capability), etc).

4.31.3.1 The subsystem must be designed to meet the basic requirements of a property and evidence function, which is to provide effective inventory control of property and evidence found, seized, and held by the Police Department. This subsystem should integrate and cross-reference evidence and property information with other information in the system pertaining to crime, incidents, case processing, and court dispositions. All property and evidence shall be entered into the RMS only once. The RMS will automatically populate the relevant files. All categories of property shall be cross referenced so that entry of property records will result in automatic checks of all other related property/evidence subsystems.

Additionally, entry of information related to recovered, found, or evidence property should initiate an automatic query to the NLETS/NCIC stolen property databases.

4.31.3.2 This subsystem should provide information pertaining to a particular item of property or evidence such as date, time, location of the property event, officer

involved, description of the property, the quantity and value (estimated or known) of the property, serial numbers, category or article codes, brand names, etc.

4.31.3.3 Additional information pertaining to seized evidence should include storage location, identifying number (if any), next action to be taken, date to be taken, present status, etc. System inquiries may be made by case number, tag, tag and item, serial number, owner applied number (OAN), partial serial number, and/or description.

4.31.3.4 The capability shall be to provide and obtain printed copies of property or evidence items on demand. The capability shall also be provided for the clerk or officer to look up property items by type of property. The system should display a list of all property listed on a report and include the status of the property, description, quantity, officers involved, etc.

4.31.3.5 The evidence/property system must provide the functionality to capture information regarding the intake, movement, and disposition of evidence property and must produce appropriate "chain-of-custody" reporting.

4.31.3.6 The system should be capable of generating directed messages to individuals for follow-up activity required for time-sensitive property or evidence.

4.31.3.7 Property may be disposed in a number of different methods. The disposal of property/evidence requires approval from the District Court. It is desired that the system allow property room personnel to "flag" property identified for disposal. The system could then create a report of all "flagged" property to provide to the court.

4.31.3.8 The Cities of Greenbelt and Hyattsville are interested in an active property assessment and disposal component for its managed property. Inventory disposal assessments for property being held in the property room are time sensitive. The Property and Evidence subsystem should prompt property room personnel when disposal assessments are due. The assessment due date should be assigned by the system when property is initially entered based upon current procedures and laws, or directly by property room personnel when alternate dates are required. Once the disposal assessment date is reached, the system must allow personnel to enter a new assessment date if necessary. Property with disposal assessment dates which have expired must not fall dormant; rather they should be flagged as exceptions and require further assessment action.

4.31.3.9 An important feature of this subsystem shall be to alert the property officer prior to the time that the statute of limitations is exceeded for disposal of the property.

4.31.3.10 The subsystem shall produce a property room inventory list on demand. This list may be displayed on authorized RMS workstations or printed on any printer on the network.

4.31.3.11 At a minimum, the proposed system must include the following property/evidence storage functions and capabilities:

Serial number field – a data entry field for entering the serial numbers of received property. Not required for currency.

a) Cross-reference fields – the system should have the ability to enter the case number and any other numbers that may be attached.

b) Sequential receiving number – In addition to the above mentioned cross reference fields, the system should support the ability to assign sequential numbers to received property for audit purposes. These sequential numbers would be used to identify property as its custody transfers from field personnel to the property room. Various accountability and audit reports should be included to account for sequential number assignment.

c) Old Case numbers – the system should provide the ability to enter "old" case numbers;

d) Flexible sort order – the system should have the ability to sort items numerically without having to zero fill in blank field (i.e., 23 = 0023)

4.31.3.12 The Vendor shall include a recommended procedure for converting/inventorying data stored in the current property room database (excel spreadsheet) into the proposed RMS system.

4.32 WANTS AND WARRANTS

The system shall provide a complete wants and warrants system and other legal documents to include trespassing and denial orders that is integrated with the master name and vehicle components of the system.

4.33 INTERNAL AFFAIRS

The Internal Affairs module must be secure from the rest of the system. The module should contain an early interdiction function. Access to this module must be limited. Ad hoc reporting is a must.

4.34 EMAIL AND MESSAGING FUNCTIONALITY

The RMS system shall provide the ability to send electronic mail as well as “real-time” messages to any user, group of users, or any workstation or group of workstations on the system, including CAD workstations and Mobile Data Computers.

4.35 DOCUMENT MANAGEMENT

The RMS system shall provide the ability to access digital images of various documents created or maintained by the department. The system must incorporate the use of enhanced document management functionality that interfaces or is integrated with the RMS. Additional functionality, such as workflow and document version control, and improvements in existing document and text indexing, storage, search and retrieval, manipulation, maintenance, and input and output (e.g. through electronic filing, Internet usage, imaging, and conversion from imaged characters to data or word processing formats), is highly desirable.

SECTION V MDC REQUIREMENTS

5.1 GENERAL

Currently the Cities of Greenbelt and Hyattsville MDC system utilizes Verizon-Air Cards that VPN to the Cities network for use of inputting and receiving inquires from MILES, NCIC, P.G. County Sheriff's Department Warrant System. The MDC's use Packet Cluster software from Biokey.

The Police vehicles are equipped with Toshiba laptops that operate on a Verizon Wireless 1xRTT (CDMA) Network. We plan on moving to the Panasonic CF30 Toughbook in the future with integrated Rev-A Wireless Verizon cards.

The Cities of Greenbelt and Hyattsville are looking for a proposed MDC system to integrate with the proposed CAD and RMS as well as MILES, NCIC, and P.G. County Sheriffs Warrant System. The Mobile Data Computer Software shall be easy to use and provide written documentation. The proposed MDC System shall have the following minimum capabilities:

- Utilize and operate on minimum Windows XP
- Field Unit Inquires (local records, driver's license, NCIC, etc.);
- Voiceless Data Dispatch;
- Self-initiated Dispatching;
- Field Unit Status Reporting;
- Field Unit CAD-Entry of Premise Histories;
- Field Unit CAD entry/update of off-duty employment;
- RMS Master Name and Master Location incident history inquiry including incident detail and case report download;
- Secure Messaging and Electronic Mail (car-to-car and car-to-Dispatch communications);
- Ability to generate Officer Daily Log Report automatically from the CAD/RMS;
- Touch screen capability
- Text to speech conversion
- Field based reporting with mapping capability
- Field access to mapping functionality

The Proposer shall detail the proposed methods for efficiently updating mobile terminals.

5.2 SPECIFIC REQUIREMENTS

Proposed software components shall interface and comply with, but are not limited to the following established criminal justice standards:

- NCIC (National Crime Information Center)
- NCIC2K MDC System (Maryland State Police Specifications)
- NCIC 2000 (FBI Initiative to upgrade NCIC)
- NLETS (National Law Enforcement Telecommunications System)
- MILES/MVA
- Prince Georges County Sheriffs Department Warrants System

Proposers shall clearly state that their functional and technical solution complies with all pertinent state and federal laws governing the capture, creation, storage, dissemination and access of information.

All primary user interface applications shall provide in windows standard navigation functions and will minimize keystrokes and mouse activities whenever possible.

The software shall be predefined Function Keys (F1 through F12 only) for many of the commonly used functions which will be definable by the system administrator.

5.3 MDC FUNCTIONS

5.3.1 MDC unit status reports shall automatically emulate the effect of a dispatcher changing the units' status on the CAD system without the need for the field units to request an update.

5.3.2 The unit status updates made in a Mobile Unit shall be recorded in the CAD Log.

5.3.3 The Mobile Data Unit shall provide both an audible and visual alert indicating the Mobile User has been dispatched to a Call for service. The audible alert is a file of Cities of Greenbelt and Hyattsville choices as defined by the System Administrator and the visual alert is the "Dispatch Function Key" flashing.

5.3.4 The software shall have an Emergency Notify Function that will notify the dispatcher and other mobile users that the unit has an emergency situation.

5.3.5 The key or combinations of keys that activate the emergency notify function shall be definable by the Systems Administrator.

5.3.6 The proposer shall provide a Daytime and Nighttime toggle that changes the color scheme of the mobile display for ease of viewing.

5.3.7 A manual screen blanking function to prevent viewing of information on the Mobile unit's display.

5.3.8 Shall provide a means of displaying current active and pending calls within the CAD system.

5.3.9 When the mobile user activates the "dispatch Function Key" the software displays the most current dispatch information entered into the CAD system for the current officer providing they are on a call for service.

5.3.10 The Dispatch window shall include at the minimum the following fields:

- Event Location or address
- Business, i.e. BB&T Bank (if available)
- High and Low Cross-Streets for the location
- Reporting Zones, Areas, etc
- Event Nature Description
- Event nature Priority
- Complainant's Name
- Complainant's Address
- Complainant's phone number
- License Plate and State of Involved Vehicle
- Dispatchers CAD Text

Information also displayed on the MDC associated with a Call for service includes:

- Premise History
- CAD Call History
- Address History

5.3.11 There shall be an alert notification for the Officer with a function key to obtain the detail information from the CAD system on the mobile workstation.

5.3.12 The software shall allow the MDC operator to initiate the most common dispatch functions with function keys from the Dispatch Window:

- Enroute to a Call for Service
- On Scene of Call for Service
- Location Change

5.3.13 The MDC user can make themselves the primary unit on a call for service from the MDC.

5.3.14 The MDC user can add CAD event comments without voice communications and the dispatcher is automatically notified.

5.3.15 When CAD information has been changed or added on a Call for Service by a dispatcher after the MDC user has already viewed the call, the mobile application shall

provide both audible and visual notification that something has changed. The MDC user can view the information by activating the dispatch/function button.

5.3.16 The software shall provide a separate level of notification for a dispatcher message, car-to-car message or a State/NCIC message.

5.3.17 A MDC user can send a message to one or more mobile units, groups, and/or CAD workstations. The mobile unit shall be able to receive messages from other mobile units and CAD workstations.

5.3.18 The MDC user shall be notified with both an audible and visual alert indicating the mobile unit has received one or more messages that have not been viewed. The audible alert will be defined by the Cities of Greenbelt and Hyattsville's System Administrators and the visual alert shall be a "Message" Function Key flashing.

5.3.19 The software shall provide predefined queries that a mobile user may activate with a button. The inquires shall include:

- All active CAD events
- All holding CAD events
- All active unit status/locations

5.3.20 The MDC software shall provide a method to search historical dispatch event records to include the following:

- Date and Time Span
- Call type
- Reporting zone, area, etc.
- CAD event number/Call for Service

5.3.21 The software shall automatically send inquiry registration to State/NCIC when a Vehicle license plate or name has been entered.

5.3.22 The MDC user shall be able to initiate a call for service from the MDC and enter the following information:

- License plate
- License State
- Location
- Type of call for service (pre defined list)
- Comments

5.3.23 The MDC user shall be able to enter and receive State/NCIC inquiries from a predefined window that will follow the State's data specifications. These inquiries include:

- Drivers License and State
- Wanted Person query
- Vehicle Registration and State
- Stolen Property

5.3.24 The MDC will receive both an audible and visual alert indicating the user has receive one or more messages that have not been viewed. The audible alert is defined by the Cities of Greenbelt and Hyattsville's System Administrators. The visual alert will be a function key flashing.

5.3.25 The software shall provide a "unit status window," that when activated with a function key, it will display the status of the other associated units. The MDC unit status window shall display the following information about each unit:

- Unit number or call sign
- Unit Status
- Current Date and Time
- Call for Service Type
- Call for Service Case Number/Incident Number
- Unit's Current Location
- Time Stamped

5.3.26 The unit status window shall provide the mobile user the ability to activate the following functions:

- Notepad to both display and edit
- Transport command and dialog box
- Out of service command dialog box
- Available command
- Miscellaneous command and dialog box

5.3.27 The software shall provide local or remote access to the system to identify conditions that need to be reported to the systems administrator.

5.3.28 Shall provide a command function to allow the system manager the ability to archive (dump) log files into a back-up.

5.3.29 The software shall provide multiple screens taking environments to allow one or more operations to be performed at one time. An example might include completing an offense report while a name inquiry is being processed.

5.3.30 The MDC shall be capable of running two modes of operation concurrently:

- CAD Emulation – will allow silent dispatching and wireless messaging

- PC/Local Applications - will have standard windows XP operating features and run local applications. The PC mode shall not interfere with the reception of CAD messages.

5.3.31 The MDC module shall handle multiple messages destined for different MDC's simultaneously and will establish a queue for messages received indicating messages retained in the built-in buffer manager, where highest priority call will be transmitted first.

5.3.32 The MDC's shall be programmable to resend a message if an acknowledgement receipt is not received within a specified amount of time, the number of re-tries and timing shall be programmable.

5.3.33 The MDC's will generate and transmit an acknowledgement to terminal that an error free message was sent and received or that the message was not received with the reason why.

5.3.34 The MDC's shall provide an alert to the officer or (MDC unit) when an error has occurred in processing a message (i.e. report that is not compete message, being held in queue, record requested is too large based on pre-set parameters, etc).

5.3.35 The Vendor will describe how the proposed system handles contention (attempts by two or more units to access the system at the same time) and what features are provided to minimize it.

5.3.36 The system will insure efficiency so that software and hardware re-try schemes do not duplicate each other.

5.3.37 The CAD system will include the ability to capture race based traffic stop data.

5.3.38 The CAD system will include the capability to interface with an e-citation system.

SECTION VI INSTALLATION

6.1 GENERAL

Installation shall be provided by the Successful Bidder at 550 Crescent Rd. Greenbelt, Md. and at 4310 Gallatin Street, Hyattsville, MD.

Installation shall be completed by certified vendor installers or appropriate contractors having possession of all requisite State and local licenses. The vendor will be responsible for all labor in loading or unloading of hardware at the installation site.

The vendor will be responsible for all materials, hardware equipment, and software provided by the vendor until all items have been installed and accepted by the client. The client will perform due diligence to secure equipment on site, however assumes NO responsibility for such materials, equipment or software until installation and final acceptance have occurred. The vendor will be responsible for working with the client and for taking all necessary steps to ensure continuous, uninterrupted calltaking and radio dispatch services during the installation and cut-over to the new Computer Aided Dispatch (CAD) and Records Management System(s).

6.2 DELIVERY/INSTALLATION SCHEDULES

The vendor shall submit with the proposal an example of a schedule for delivery, installation and checkout of all hardware, software, and system(s) identified in the proposal. The schedule is to address a minimum of the following:

- Site Design
- Equipment Delivery
- Building Cabling
- System Installation
- Pre-cutover Testing
- System Testing
- User Training
- Operational Testing
- Cutover
- Final Acceptance Inspection/Testing

6.3 ADHERENCE TO DATE AND SCHEDULES

The vendor agrees to adhere to proposed and contracted schedules. The vendor shall not be liable or deemed to be in default for any delays for failure in performances resulting directly or indirectly from any cause or circumstances beyond the vendors' reasonable control. The vendor will advise the client in writing as soon as it becomes aware of such delays or potential delays. Extensions of scheduled completion dates and additional cost, if any, must be approved by the client.

6.4 INSTALLATION MAINTENANCE

Maintenance of software provided by vendor will be the responsibility of the vendor until final acceptance by the client. Vendor shall supply all test equipment, tools and spare parts required by the vendor to perform preventive maintenance during final testing period.

6.5 SUBCONTRACTOR QUALIFICATIONS

All primary installation subcontractors shall be companies with at least five (5) years experience in the installation and maintenance of CAD systems and equipment. Vendors shall submit a list of their subcontractors who will supply services for system installation. For each subcontractor, vendor shall certify the number of personnel in each category who will be available for the contract work. Vendors shall also describe the qualifications of key personnel, in each category, for each potential installation subcontractor.

The vendor agrees to be fully responsible to the client for the acts and omissions of their subcontractors and or persons either directly or indirectly employed by them, as the vendor is for the acts and omissions of persons directly employed by the vendor.

Nothing contained in the Contract Documents shall create any contractual relationship between any subcontractor and the client, nor any obligation on the part of the client to pay, or to see to the payment of, any sums to any subcontractor.

No vendor shall write any subcontract at variance with the conditions of the Contract Documents. The provisions of the Contract Documents shall be incorporated in any subcontract agreement.

Any subcontractor proposed is subject to the disapproval of the client with or without cause. If disapproved, the vendor is solely responsible for providing a subcontractor(s) who is acceptable to the client.

6.6 CHANGE ORDER TO THE CONTRACT

The client, without invalidating the Contract, may order extra work or make changes by altering, adding to, or deducting from the work, the Contract sum being adjusted accordingly. All such work shall be executed under the conditions of the original Contract, except that any claim for extension of time caused thereby shall be adjusted at the time of ordering such change. No changes in the work covered in the approved Contract documents shall be made without having prior written consent of the client, and written acceptance by the vendor of the terms and conditions of the change.

Change orders shall be executed in accordance with procedures required by the client and no work involving the change shall be done by the contractor until a copy of the approved change order has been received by the contractor. Verbal change orders shall be authorized by the client only where loss of life or property appear imminent. Such changes shall further be

reduced to writing within a reasonable length of time in accordance with the procedures stated herein.

6.7 ACCEPTANCE TESTING

The Cities of Greenbelt and Hyattsville require that all equipment meet standards of acceptance and performance. Prior to acceptance, the Cities of Greenbelt and Hyattsville must be in receipt of all software, "USER" programming manuals, hardware description and maintenance manuals, and other software/hardware support items specified in the delivery order. The vendor shall have a representative locally and readily available for response to the communications center for the duration of acceptance testing and for post installation evaluation. The vendor's acceptance test procedures and protocols shall be submitted to the client for approval prior to any acceptance testing being conducted.

Systems acceptance tests shall be conducted by the vendor, in the presence of the clients Project Manager and team, to insure that all hardware and software is free from defects which would affect the operating condition. The vendor must describe, perform and supply all necessary diagnostic routines and demonstrate that all hardware and software will meet the published specifications.

6.8 STANDARD OF ACCEPTANCE

The vendor shall certify in writing to the client when the system is installed and ready for Acceptance Testing. An acceptance testing period of thirty (30) consecutive calendar days after the calendar date that the system is completely installed and ready for testing shall be conducted. Immediately upon successful completion of the acceptance testing period, the client shall notify the vendor, in writing, of acceptance of the equipment. If successful completion of the acceptance period is not attained within thirty (30) calendar days from the vendor's certification date, the client shall have the option, at their sole discretion, of canceling the contract at no further cost to the client or continuing the acceptance test. The vendor will be provided a period of thirty (30) days to correct any problems encountered during the acceptance testing period prior to the clients exercising any cancellation options(s).

6.9 CUTOVER

The successful vendor shall ensure that at least two (2) vendor personnel, who are experts on the operation of installed system(s), are on-site at the communication center for 24 hours/day for six (6) days immediately preceding, during and subsequent to cut-over to the new CAD and RMS systems (2 days prior and 4 days after cut-over date).

6.10 CORRECTION OF DEFECTS

If, for any reason, before final acceptance is made of the equipment, hardware, and/or software installed, it is found to be defective or not as warranted and/or contracted for, the client may refuse to accept such equipment, hardware, or software and the vendor shall be so

advised in writing. The vendor shall be required to correct the defective equipment, hardware, and/or software within a reasonable time as defined by the client. All cost relating thereto, including freight, shall be at vendors expense. In the event of such an occurrence, the initial or final performance test which is in progress shall be suspended for that device or the entire system, at the option of the client, until the faulty equipment, hardware, or software has been replaced or corrected, at which time the test shall be restarted at the beginning or resumed at the point of suspensions, depending upon the nature and seriousness of the defect, and at the discretion of the client.

6.11 ERRORS OR OMISSIONS

If, knowing of such error or omission and prior to correction thereof, the vendor proceeds with any work affected thereby, he/she shall do so at his/her own risk, and the work so done shall not be considered as work done under the contract and in performance of the contract unless and until approved and accepted by the client in writing.

6.12 DISPUTES

In cases of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Cities of Greenbelt and Hyattsville's Purchasing Officers, or other designated authorized client representative, shall be final and binding on both parties. The Cities of Greenbelt and Hyattsville's Purchasing Officers may request the recommendation in writing using the item or materials or any other objective sources.

SECTION VII DOCUMENTATION

7.1 GENRAL

Manuals shall be provided to the Cities of Greenbelt and Hyattsville to facilitate initial installation, operator training, and long term maintenance/service.

7.2 OPERATOR'S MANUALS

One (1) operator's manual shall be furnished for each CAD and RMS position. This manual shall provide a basic operational description of the system and other pertinent operational details. The manual shall be short, simple, and shall include pictures showing the various screen layouts and operator controls.

The operator's manuals shall be clearly written and illustrated to instruct personnel in the proper use of all standard features available for the CAD and RMS. Drawings and/or photographs shall show the location of all operator controls. A section shall be included for agency supervisors outlining various supervisory controls and functions, including how to re-boot the system should it go down during the night or at other times when a Technician or System Administrator is not available.

A quantity of five (5) copies of the operator's manuals shall be furnished in addition to the quantity of manuals specified above in this sub-section.

7.3 INSTALLATION MANUALS

The installation manuals shall consist of a printed section that describes the proper CAD and RMS installation procedures. It shall include details that are unique to the system.

The installation manuals shall be clearly written and illustrated to instruct a technician skilled in the trade of the various system components to prepare the system for operation.

A quantity of five (5) copies of the installation manuals shall be furnished.

7.4 MAINTENANCE/SERVICE MANUALS

The Maintenance/Service manuals shall be written and illustrated such that a technician skilled in the trade can service any portion of the systems to the component level if desired. The manuals shall include the theory of design for each unit, a schematic diagram of each assembly, assembly drawings of each circuit board, detailed parts numbers where applicable, the description of each component used and the name and part number of the original component manufacturer to facilitate local parts sourcing. The manuals shall also include complete system configuration data, "as built" drawing and OEM supplied data for any

"vendor items" furnished as part of the system. A quantity of five (5) copies of the maintenance/service manuals shall be furnished.

7.5 REFERENCE DOCUMENTATION

The vendor shall maintain a complete set of original reference documentation for the system(s), to be supplied upon request (at the Cities of Greenbelt and Hyattsville's expense) as individual replacement sheets or complete replacement manuals. The vendor shall escrow the CAD and RMS software program code to ensure continued availability. An officer of the company, authorized to so obligate the company, shall certify that this support will be available to the Cities of Greenbelt and Hyattsville.

SECTION VIII CAD/RMS SUPPORT

8.1 FACTORY TESTING

The CAD and RMS systems shall undergo extensive factory testing prior to shipment. This testing shall encompass all parts of the CAD equipment and RMS equipment from the broad level to the finished systems level. Computer assisted testing shall be used to assure proper operation of all items furnished as part of this specific installation.

8.2 WARRANTY

The vendor shall include a two (2) year warranty period on all equipment. This will cover all maintenance and repairs (parts and labor) necessary for all hardware and software components in the CAD and RMS system, with the Cities of Greenbelt and Hyattsville's option to maintain field user equipment. Any items not covered by the two (2) year warranty will be on the basis of an agreed upon labor rate and parts at manufacturer's cost, i.e. time and materials. This warranty period shall begin at acceptance by the Cities of Greenbelt and Hyattsville.

The maintenance and warranty shall cover both emergency and non-emergency repair and programmed preventive maintenance. The plan shall cover computer equipment, hardware, software, interface hardware, console equipment, and all electronic or other equipment listed in this proposal. Proposers must specifically list any and all non-covered equipment items.

The proposer shall also include in the proposal optional maintenance plans for the systems for year's three (3) to five (5) to begin at the end of the two (2) year warranty period.

All terms and conditions of maintenance and warranty items must be specifically and clearly represented as to whose auspices these items fall under. Any new product that requires specialized (i.e. not routine) maintenance procedures will be designated and subject to the proper procedures necessary to uphold the warranty policy.

8.3 TECHNICAL SUPPORT SERVICE

The Proposer shall offer programming and engineering support to the Cities of Greenbelt and Hyattsville to help resolve any operational for service problems and provide system programming/reprogramming services as needed. The Proposer shall provide a 24 hour telephone help desk or hotline number for emergency technical support. An Officer of the Company, authorized to so obligate the Company, shall certify that this support will be available to the end user of the system and the Cities of Greenbelt and Hyattsville and how this service will be available.

8.4 LOCAL/ON-SITE MAINTENANCE SERVICE

The Proposer shall offer complete software on-site maintenance service through an approved local service facility. The local facility shall provide prompt repair service should a failure occur, local parts support as needed and a direct route of access to the system manufacturer should assistance be required. This facility shall have 24 hour, 365 day per year response capability and shall provide a service technician on-site within a maximum of four (4) hours. No additional fee shall be added to any annual maintenance agreement for this level of availability.

8.5 MAINTENANCE TRAINING

As part of this procurement, the successful vendor shall provide basic training designed to familiarize the Cities of Greenbelt and Hyattsville's personnel with all aspects of the new system, enabling them to understand its operation features, functions, and repair. Repair training is required to be the same as that give to the vendor's own personnel who service comparable equipment.

Training of personnel in the system's operation and repair is required at a site where classroom space can be provided by the Cities of Greenbelt and Hyattsville. If it is proven beneficial, repair training may take place at the vendor's facilities, but the vendor must bear any additional costs for travel and lodging expenses. The training shall include the necessary instructors, equipment and test apparatus for demonstration and practice purposes, instruction books and/or literature and any other material (aids) required for the presentation of the program. The sessions are to be given by competent personnel experience in techniques in adult learning. A manual indicating the content of the session is to be provided by the successful proposer for each participant. These manuals will be subject to the Cities of Greenbelt and Hyattsville's approval. Training shall be sufficient to all the Cities of Greenbelt and Hyattsville personnel to operate and repair all functions of the CAD and RMS system(s). Five (5) copies of all repair manuals, including schematic diagrams shall be provided to the Cities of Greenbelt and Hyattsville personnel. Operational training should begin as soon as is practical in the installation of the system so as to be completed before placing the systems in operation.

8.6 ON-SITE OPERATOR TRAINING

The vendor shall conduct comprehensive operator training for the Cities of Greenbelt and Hyattsville Police Department Dispatch staff and Records personnel before the new CAD and RMS system is placed into service. Training shall be conducted on-site at the Cities of Greenbelt and Hyattsville's Police Department in a minimum of two (2) classes per day. The classes shall be scheduled at the convenience of the Cities of Greenbelt and Hyattsville; one

class in the afternoon and one class in the evening, or at such other times as specified by the Cities of Greenbelt and Hyattsville.

The training shall not be more then two (2) months prior to going live on new system(s).