BURLINGTON POLICE DEPARTMENT
1 North Avenue
Burlington, Vermont 05401

Michael E. Schirling
Chief of Police

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Invitation to Propose

Request for Proposal
for
BURLINGTON POLICE DEPARTMENT

COMPUTER AIDED DISPATCH
AND
RECORDS MANAGEMENT SYSTEM

Sealed proposals for furnishing a Computer Aided Dispatch and Records Management System to the City of Burlington, Vermont (Burlington) for use by the Burlington Police Departments shall be received at Burlington Police Department, c/o Lise Veronneau at One North Avenue until date and time specified in the RFP and/or Burlington Police web site (www.bpdvt.org).

All questions regarding this RFP shall be directed in writing to David Gadway, the Police Department's Consultant at dgadway@gfc.com.

See RFP for criteria and process details.

Any unauthorized contact between any prospective proposer and any official or employee of Burlington on or after, the date the RFP is issued or at any time during this procurement process may, at the unilateral determination of the City, be grounds for disqualification of the proposer's proposal.

The City of Burlington, Vermont reserves the right to consider proposals for 150 days after receipt thereof, and further reserves the right to reject any or all proposals; waive any defects, informalities and minor irregularities; to accept exceptions to these specifications; and make such awards or act otherwise as it alone may deem in its best interest.

Michael E. Schirling
Chief of Police
City of Burlington, Vermont

June 18, 2010

Burlington (Vermont) Police Department

Request for Proposals:

Computer Assisted Dispatch and Records Management System

One North Avenue
Burlington, VT 05401

Date Issued: 6/18/2010

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GENERAL INFORMATION

PROPOSALS REQUESTED - The City of Burlington, Vermont, by and through its Burlington Police Department, hereafter "BPD", hereby solicits proposals from interested and qualified proposers desiring to provide a CAD-RMS software solution at the Burlington Police Department at One North Avenue, Burlington, VT. BPD is the lead agency in this project that we anticipate will be a multi-agency consortium of users across multiple departments and jurisdictions in Vermont. No assumption or specification is being made by BPD as to architectural characteristics of the proposals it will entertain. It is the intent of BPD to fully evaluate all proposals received from qualified proponents and select the proposal considered most satisfactory and which will best serve the public interest.

PROPOSAL PACKAGE

Copies of this Request for Proposal Package may be obtained from the Office of the Business Manager, Burlington Police Department or copies of this Request may be obtained by telephoning at (802) 658-2704 x-153. The RFP will also be available electronically at www.bpdvt.org

DEFINITIONS - The following terms and definitions will apply throughout this RFP.

"BPD"	Means Burlington Fire and Police Departments located in the City of Burlington, Vermont, referenced by the designation, BPD.
"Proposer(s)" or "Contractor(s)"	Refers to person, persons or companies that are willing or and able to provide and conduct the services described herein on property owned by the City.
"City"	For the purposes of this document, "City" broadly describes the City of Burlington and its Fire and Police Departments, the entity that conducts this solicitation process, and owns the facilities.
"Representative"	Refers to the Burlington Fire and Police Department's agent who holds responsibility for the day-to-day management and administration of the proposals that will result from this RFP, and monitoring the process being used.
"Acceptance"	Means acknowledging satisfactory completion of testing of each component of the System and their ability to act in concert in accordance with the terms of the Agreement.
"Business Day"	Means the City's normal workday from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding legal holidays in the State of Vermont, unless otherwise defined.
"Day"	Means calendar day.
"System"	Means the CAD/RMS project and includes the Equipment, the Equipment Software, software, training and training materials, user manuals, and operations documentation operating

ABOUT THE BURLINGTON POLICE DEPARTMENT

Located on the eastern shore of Lake Champlain, Burlington is the largest city in the State of Vermont, with a population of 40,000 in a greater metropolitan area of approximately 150,000 residents. It has been ranked by many organizations as one of the most livable cities in the United States.

The Burlington Police Department was commissioned in 1865 to provide law enforcement services to the Queen City. Throughout our history, the men and women of the department have proudly served their community. We serve a residential community of over 40,000, in addition to thousands of students from local colleges and the University of Vermont. The Department has an authorized strength of 100 full-time police officers and 36 civilian support personnel. We operate using core tenets of community policing.

Our Mission and Values

We are committed to policing with the citizens of Burlington to achieve a safe, healthy and self-reliant community.

- **INTEGRITY -** We adhere to the highest ethical standards, assuring the community that their public trust is well founded.
- **SERVICE -** We provide the highest level of service and protection to all people in a competent, courteous manner, tempered with compassion and understanding.
- **RESPECT -** We treat all persons with dignity and respect by promoting equality and fairness both inside and outside the Department.
- **CREATIVITY -** We engage in problem-solving as our primary strategy, involving the community in identification of the problems, the best solutions and their implementation.

Community Policing

Community Policing is a philosophy that combines the elements of partnerships, problem-solving and organizational change. Since 1999, we have worked with community members to better understand the needs of the neighborhoods. After we reach consensus, we work to set a policing agenda that is lawful, appropriate and without bias.

Our goals are to partner with stakeholders from the community and the service sectors to carry out the problem-solving to which we have all agreed.

We are constantly working to develop forward-thinking, data-driven, proactive solutions to crime and disorder. Our recent emphasis has been on addressing problems at their lowest possible level through education and prevention, outreach and intervention, to prevent issues from rising to the level of prosecution, Court proceedings, and incarceration.

The Department currently handles approximately 40,000 calls for service annually, about 7,000 of which are criminal investigations, resulting in over 3,000 arrests.

More information about Department operations and initiatives can be found by visiting our website at www.bpdvt.org.

RFP PROCESS

A. BACKGROUND

BPD is the lead agency seeking to partner with an organization that can provide a Commercial Off The Shelf (COTS) or custom-developed software solution to support the CAD-RMS needs described in this document.

It is BPD's strong preference that the <u>technology</u> has the following characteristics:

- Uses non-proprietary technology
- Developed using rapid-application development tools
- Uses an SQL-based database
- Supports multiple operating systems (Windows, Linux, MacOS)
- Provides a browser-based user interface.

It is BPD's strong desire to partner with an organization that possesses the following <u>organizational</u> characteristics:

- Partnering with customers is part of the mission statement, in the interest of maintaining a relationship that is mutually beneficial
- Has proven products/project experience using the technology described above (public safety, dispatch, and/or records management experience is a plus, but secondary to demonstrated experience using the technology to deliver solutions)
- Considers the possibility that the finished product be available on an Open Source licensing basis
- Recognizes the subject-matter expertise and value BPD brings to the project, and factors that value into the overall cost of the project

SYSTEM USAGE HISTORY

BPD currently uses CAD-RMS software called Aegis from New World Systems, Inc. and has done so since 2001. Previously, BPD participated on a "time-share" basis with State of Vermont Department of Public Safety using Spillman Technologies CAD/RMS Software.

LOOKING FORWARD

Given the rapidly evolving public safety needs of BPD, primarily in the area of putting computing power in the officer's hands while in the car and on the street, BPD sees the need for full Records Management functionality outside of the station house using thin-client technology. Additionally, BPD needs to add, change, and remove functionality to the Records Management system in rapid fashion. The model of large software companies designing, developing and releasing software in future months, quarter, or even years, does not support the world BPD lives in. As such, BPD seeks a CAD-RMS system with the characteristics described above.

Additionally:

The Chittenden County Law Enforcement Executives (CEOs of 13 local and county law enforcement agencies) has become a partner in this effort and is interested in implementing a single, multi-jurisdictional, system that will meet our needs. These agencies represent approximately 300 officers and 100 support personnel in Vermont's most populated area. The system must be scalable to achieve this goal and to expand to other agencies in Vermont as necessary.

We are looking for a vendor OR partner to develop a contemporary system that meets our needs and the larger need of law enforcement agencies on a larger scale. **(See Scope of Work and Attachments)** The following criteria should be considered in any responses to this RFI:

- The system will be public safety mission critical and must provide for almost 100% "up time."
- The CAD/RMS must integrate seamlessly with SQL database architecture and must be scalable.
- The system must have the ability to be multi-jurisdictional – to allow multiple agencies to enter information into the system and both segregate AND combine their data at will.
- The user interface must be platform independent and preferably web based. It will be accessed from desktop and laptop computers in Local and Wide Area Networks as well as laptop computers via broadband wireless or radio-based systems. We have a strong preference for the system to have the ability to be deployed to smart phones for both query and same data entry.
- The user interface must be simple, easy to use, interactive, and intuitive.
- The system design must, in some cases, prompt users for data based on other data that has been previously entered.
- Industry standard reporting/data output functionality must integrate with the CAD/RMS system.
- The system must conform with industry standards for programming with a preference for Ruby on Rails or similar thin client/application platform.
- The system must be designed to submit information about events/incidents to the FBI using the National Incident Based Reporting System standards. See www.fbi.gov/ucr/nibrs/manuals/v2all.pdf and http://www.icpsr.umich.edu/NACJD/NIBRS/
- The system must be able to communicate with and export data to other systems utilizing the Justice XML standard - see http://www.iir.com/global/products/global_justice_xml_data_model_overview.pdf and http://it.ojp.gov/default.aspx?area=nationalInitiatives&page=1013 and Law Enforcement National Data Exchange (N-Dex) Standard - see http://it.ojp.gov/default.aspx?area=implementationAssistance&page=1017&standard=438 . For clarity, the system does not have to include all fields of data for each of those standards. Rather, the fields of data chosen to be included in the system must simply be compliant with those standards.
- The system must be able to communicate with and export data to other systems utilizing the Justice XML standard and NDEX Standard. For clarity, the system does not have to include all fields of data for each of those standards. Rather, the fields of data chosen to be included in the system must simply be compliant with those standards.
- The system must have the ability to segregate records involving juvenile offenders in compliance with Federal standards and must have the ability to expunge any records (juvenile or other) upon an order of the Court.
- The system must handle individual events as one event or incident but be scalable to enter differing amounts of data depending on the event type. For example, an event could be a low

level complaint of a suspicious vehicle that requires only a small amount of data be entered. Alternatively, the event could be a complex criminal investigation in which multiple offenses, charges, and arrests occur and a far more robust set of data is to be collected.

- The system must, at a minimum, be able to enter, track, and fully report on incidents (times, locations etc.), persons, vehicles, tickets, officers and other personnel, and property within each event. This reporting includes reports, statistics, and analytics across any and all data entered into the system. Proposal for use of a secondary system to compile this data or create reports may be acceptable or even preferred.
- It must alert officers in field of new or updated calls and alert officers about prior calls at the response location OR recent calls of a similar nature in the area.
- It must allow the attachment and view/retrieval of a variety of files, including photos, video, and audio, among others.
- The system must require only a single point of entry for each piece of data – no duplicate entries of any information.
- The system must have the ability to geo-verify incident locations and map those locations utilizing contemporary mapping systems with a strong preference for use of Google maps/Earth or similar platform.
- The system must have the ability to generate graphical and audible alerts on locations and persons about safety information as data is entered.
- The system must provide for a single point of review and approval of events by supervisors and allow for an intuitive way for events to be sent back to employees for additional work.
- It should allow for instant creation of “hot sheets” of information about recent events, key people, vehicles, or locations of interest, AND a “roll call report” or graphical map that indicates recent key calls for service.
- It should allow for the creation of report/document templates to guide the creation and entry of narratives.
- The system must allow for the creation of distinct, simple, and effective “dashboard” views specific to differing groups of users including but not limited to: dispatchers, officers, supervisors, property and evidence control staff, and administrative staff.
- The system must allow the creation of customized forms or reports to be printed based on any portion of or all data the systems collects and stores.
- The system must allow for the creation and use of templates to complete narrative documents entered into it.
- The system must provide for robust, contemporary security.
- The system must have the capability to send data to the prosecutor’s cases system in the future.

We would like to explore having the capability to:

- Allow the public to query activity within a flexible geographic area via the Internet.
- Integrating the State of Vermont 911 center mapping system
- Give routing directions and/or mapping as calls are received in the field
- Interactive data presentation (streets surrounding a geographic location entered by dispatchers to facilitate perimeter apprehension)
- Response mode versus data entry mode (displaying critical data while responding to an incident such as major event pop-up checklists)
- Have a public facing version of the system that would allow the public to report events via the Internet and have those events, after approval and audit, move directly into the system.
- Automatically query other data sets via the Vermont Justice Information Sharing System – additional information on this will be available to prospective vendors or partners

- Track case or event status as cases are assigned to investigators with the possibility of assigning default or manual due dates – possibly with integration into industry standard calendaring systems such as Microsoft Exchange or Google calendar
- Recommend available resources and workflow for major events and major crimes (possibly an added feature later in development)
- ** Expand to allow for each of Vermont's 60+ law enforcement agencies to utilize computer aided dispatch and records management functions of the system from a central point or points of operation both collectively AND separated by individual agency data (Federal ORI separation)
- ** Expand to enable the creation of "modules" for prosecutors, defense counsel, Courts, community justice centers, and jails/Department of Corrections to manage information relating to events and people as a single, scalable, integrated record – an Integrated Justice Information System.

B. ISSUING OFFICE

Ms. Lise Veronneau, Business Administrator
Burlington Police Department
City of Burlington, Vermont
One North Avenue
Burlington, VT 05401

C. CONTRACTUAL REQUIREMENTS

Please see **Attachments 1, 3, 4 and 5**, which provide detailed Contractual Requirements of this RFP.

D. QUESTIONS ABOUT THIS RFP

Firms interested in responding to the RFP are specifically directed NOT to contact any employees or officials of the City/BPD other than those specifically designated in this RFP. Unauthorized contact may be cause for rejection of proposals at the City's sole and absolute discretion.

All questions and correspondence about this RFP must be addressed in the timeframe specified in the **Project Schedule** section, via email to:

- Mr. David Gadway, Gallagher, Flynn and Company, dgadway@gfc.com

A summary of the questions and answers will be made available on BPD's web site as specified in the **Project Schedule** section.

After the date Questions must be submitted by, no questions or requests for interpretation will be accepted with the exception of City/BPD vendor compliance questions.

E. PROPOSAL SUBMISSION

You are asked to submit a Proposal formatted as described in the **Proposal Format** section, which proposes a solution meeting the requirements specified in the **Scope of Work** section.

Please submit your response in the following manner:

Using Microsoft Word V2000 (or above) or Adobe Acrobat (PDF) V7 (or above), via email to dgadway@gfc.com by date specified in the **Project Schedule** section.

The Subject of the email must be: "**RFP-CAD-RMS-*yourcompanyname***". The name of the Word or PDF document must be the same ("**RFP-CAD-RMS-*yourcompanyname.doc***" (or .**pdf**)). It is your responsibility to ensure that your submission email arrives on time; if requested, BPD will respond to confirm receipt and that we can read and print your submission.

F. PROPOSAL FORMAT

The following format **must** be used in your submission. Please use a distinct section or chapter in your Word/PDF document for each numbered section below.

1. **Transmittal Letter**
   a. Letter indicating who is submitting the response and their title. This person must be able to represent and commit the organization.

2. **Acceptance of Terms and Conditions**
   a. Statement indicating the organization's acceptance of the terms and conditions specified in **Attachments 1, 3, 4 and 5**, and a list of any exceptions to those terms.

3. **Description of the Organization**
   a. General description of core products and services.
   b. Description of pending lawsuits.
   c. Outcome of lawsuits the organization has been involved in over the past 3 years.
   d. Past 3 years of financial statements.

4. **Project Team**
   a. Resumes of people who will work on the project.
   b. Indication of key team members you will commit to the entire duration of the project, whom you cannot remove from the project without BPD approval.
   c. Subcontractors you intend to utilize on the project. BPD intends to contract only with the bidder submitting the proposal, and as such, the bidder is responsible for service delivery and warranty of subcontractors employed by bidder.

5. **Scope of Work**
   a. Provide the information requested in the Scope of Work section.

6. **Fee Schedule**
    a. Provide the information requested in the Fee Schedule section.

7. **References**
    a. Provide 3 references describing similar projects you have completed for which you feel best demonstrate your ability to meet BPD's requirements.

8. **Certificate of Insurance**
    a. Fulfillment of the City's insurance requirements is not required as part of your proposal/response. However, fulfillment prior to contract award is required. The City is self-insured, so you will need to add the City to a contractor's General Liability and Auto Liability policies as an additional insured. The City needs a formal endorsement showing that the primary insured's policies have been amended to specifically add "the City of Burlington, its officers, agents and employees" as an additional insured. The General and Auto Liability policy number(s) should appear on the endorsement. Additional insurance requirements will be defined in the Service Agreement with the Selected Vendor.

9. **Exceptions to the RFP**
    a. Detailed listing of any exceptions to the RFP AS WELL AS any additional information, which you, the proposer, feel the City should have in evaluating your proposal.

G. PROPOSAL EVALUATION

This section describes the guidelines used for analyzing and evaluating the proposals. It is the City's intent to select Respondents for contract negotiations that will provide the best overall service package to the City inclusive of fee considerations.

Respondents selected for contract negotiations are not guaranteed a contract. This RFP does not in any way limit the City's right to solicit contracts for similar or identical services, if, in the City's sole and absolute discretion, it determines the proposals are inadequate to satisfy its needs. As in all professional service contracts, the City reserves the right to accept other than the lowest offer and reject all proposals that are not responsive to this request.

BPD retains exclusive rights to evaluate the following items.

Pass/Fail: The responses will be rejected if the following conditions are not met:

- Ability to submit a response in the format specified in the Response Format section.

Responses meeting the **Pass/Fail** criteria will be evaluated considering the following factors:

- History and experience in performing similar work, and associated references vouching for that work
- Demonstrated understanding of the Scope of Work
- Approach to Design and Development
- Approach to Implementation
- Approach to Support
- Development and database tools used in providing solution
- Approach and time required to implement future changes/functionality
- Ability to support multiple operating systems
- Cost

Additionally, proposals will be evaluated based on:

- Simplicity of design
- Ease of use
- Intuitiveness
- Developer experience with proposed development platform
- Willingness to undergo background checks
- Willingness to partner with BPD for development and sharing the rights to the source code

BPD reserves the right to reject any or all responses to this RFP without cause.

BPD is in no way obligated to proceed beyond issuing this RFP document.

Should BPD award the project, BPD may award to anybody BPD deems provides, in BPD's opinion, the best solution for BPD.

The City reserves the right to apply the above criteria in any manner than it deems necessary, and to evaluate each firm separately or comparatively, using these criteria as it sees fit. The City also reserves the right to seek clarification for prospective firms on any issue in the proposal, invite specific firms for site visits or oral presentations, or take any other action it feels necessary to properly evaluate the proposals and construct a solution in the City's best interest.

Acceptance or Rejection of Proposals

The City reserves the right to accept or reject any or all proposals submitted for consideration in whole or in part; and to waive technical defects, irregularities or omissions, if in its sole judgment, the best interests of the City will be served. The City further reserves the right to accept a proposal for a contract other than that with the lowest cost, and to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of the City.

Notification of Selection

After the proposal has been elected, all Respondents will be notified of the name of the successful bidder.

Upon selection, the City and the successful Respondent will negotiate a contract. The selected proposal in whole or in part as well as content from this RFP may be incorporated into and made part of the final contract. Should negotiations fail to result in agreement within fourteen (14) days of notification of acceptance of a proposal, the City reserves the right to take other action consistent with the best interest of the department.

By issuing this RFP the City is not obligated to award a contract.

City of Burlington Rights

The City reserves the right to accept or reject any or all proposals received in response to this RFP or to take other action consistent with the best interest of City. The City reserves the right to negotiate separately with any source to serve the best interest of the City.

EXCEPTIONS TO THIS RFP SHALL BE BY WRITTEN NOTIFICATION ON THE AWARDED PURCHASE ORDER (PO) IN ORDER TO BE BINDING. ALL SUBMITTED BIDS BECOME THE PROPERTY OF THE CITY OF BURLINGTON. AFTER THE AWARDING OF THE CONTRACT TO THE SUCCESSFUL BIDDER, ALL BIDS ARE OPEN FOR PUBLIC VIEWING.

PROJECT SCHEDULE

The *expected** schedule for this project is as follows:

- This RFP sent on **6/18/10**
- Questions due by **4pm, 7/2/10**
- Answers posted by **4pm, 7/9/10**
- Proposals due by **4pm, 7/23/10**
- BPD *may* invite finalists to present proposed solution between **8/1/10** and **8/15/10**
- Finalize project deliverables and costs with preferred finalist by **9/1/10**
- Pending successful contract terms, execute contract by **10/1/10**
- Expect work to start as early as **10/1/10.**

If you feel you cannot meet these deadlines, please specify your proposed timetable in your response.

** Each date is subject to change. Check website for latest schedule.*

SCOPE OF WORK

This section describes the minimum acceptable Scope of Work for this project. Your response to this section must contain:

1. Acknowledgement that you understand the requirement.
2. Acknowledgement that you can deliver the requirement.
3. Source of achieving requirement (in production, new development, modification to existing solution, 3rd party, other (please describe)).
4. Approach to providing the requirement (the, HOW in narrative form).

Feel free to use the following table to fulfill this response section:

REQUIREMENT	Understand Requirement (Yes, No)	Can Deliver Requirement (Yes, No)	Source of Achieving Requirement (in production, new development, modification to existing solution, 3rd party, other (please describe))	Approach to providing the Requirement (the HOW, in narrative form)
… See **Attachment 2 – Scope of Work Detail** for the full list of Requirements.				

ADDITIONALLY, please provide **narrative** responses to the following items.

1. Describe your Project Management methodology.
2. Describe the overall solution architecture, including servers, operating systems, applications, database, and approach to redundancy.
3. Describe your installation methodology.
4. Describe your post-implementation support model.
5. Describe the software development tools used.
6. Describe the user interface.
7. Describe the approach to system navigation, from a user perspective.
8. Describe Database(s) supported and the number of client installations per database product
9. Describe your approach to integration with external systems.
10. Describe your methodology to data conversion, and any specific experience you may have had with Aegis from New World Systems.
11. Describe how your solution supports Multiple Operating Systems, specifically, Windows, Linux, and MacOS.
12. Describe how your solution support mobile device Operating Systems, such as iPhone, Windows Mobile, Droid, Symbian.
13. Describe your software development methodology.
14. Describe your change management methodology, including approach to version control as well as step by step process for adding a field to a table and a screen/form, then adding business logic to process that field, and edits to ensure the data is valid.

15. Describe whether BPD can own source code.
16. Describe your approach to designing the software to provide multi-jurisdictional support. For example, the software resides on one server, and serves multiple agencies, such as BPD, UVM, and SBPD.

FEE SCHEDULE

Please provide detailed fee information, breaking fees into the following categories:

1. Hardware (use chart below)
2. Software (use chart below)
3. Professional Services (use chart below):
4. Warranty (describe duration and price)
5. Documentation (provide sample and price)
6. Hosting Options and Pricing
7. Total Cost of Ownership over 5 Year Period
8. Other (describe other fee-based items not requested above and fees)

Hardware/Software Pricing Chart

Manufacturer & Model Number	List Price	Disc-ount off List	Disc-ount Price	Recurr-ing annual fees	Warranty Period	7x24x365 full support	8 am to 5 pm full support	Clarifying comments

Professional Services Pricing Chart

Type of Service	List Price	Discount off List	Discount Price	Markup ($ or %) for off hours (outside of M-F, 8am-5pm)
Project Management				
Design				
Development				
Implementation				
Conversion				
Warranty				
Support				
Other (Describe)				

ATTACHMENT 1 – CONTRACTUAL REQUIREMENTS

CONTRACT PROVISIONS

The contract to be entered into between the City and the successful Respondent shall contain negotiated provisions based on the specific requirements set forth in this RFP and the successful Respondent's treatment thereof as contained in this proposal, as well as general City contract provisions.

The final award of this contract will be subject to the financial institution's execution of such a contract and the contract's approval by the Burlington City Council. Proposals should include an acknowledgment that the standard provisions included in City contracts are comprehended by the Respondent financial institution.

The contract will include:

A. Time for commencing each of the services accepted.

B. A provision for financial penalties for failure to adhere to the time commitments without reasonable justification.

C. A provision stating there will be no assignment of subletting of the work to be performed without the written consent of the Chief of Police.

D. A provision specifying that if for any reason a professional assigned to work on a specific service proves to be incompatible with the staff at Burlington Police Department, the City reserves the right to require the assignment of another person of equal qualifications is assigned.

E. The contract shall incorporate, as appropriate, all tasks, specifications and services as provided for in the proposals and accepted by the City.

F. The contract shall include all standard contract provisions generally required of contracts with the City.

Termination

The contract to be entered into between City of Burlington and the successful Respondent shall contain the following provisions dealing with termination. If the Contractor fails to fulfill any of the terms of the agreement on time, the City shall have the right to terminate the said agreement indefinitely and award a new contract to another Vendor and the Contractor shall be responsible for damages and for additional costs incurred in reletting the contract.

In addition, In the event no funds or insufficient funds are appropriated and budgeted, for payments due under this agreement, the City may elect to terminate the agreement.

Disclaimer

The City of Burlington is not liable for any costs incurred by Vendors in the preparation of proposals or for any work performed prior to the approval of an executed contract.

Notification of Selection

After the proposal has been elected, all Respondents will be notified of the name of the successful bidder.

Upon selection, the City and the successful Respondent will negotiate a contract. The selected proposal in whole or in part as well as content from this RFP may be incorporated into and made part of the final contract. Should negotiations fail to result in agreement within fourteen (14) days of notification of acceptance of a proposal, the City reserves the right to take other action consistent with the best interest of the department.

By issuing this RFP the City is not obligated to award a contract.

Exemption of Records

In submitting a proposal, the Contractor agrees that the City or its duly appointed and authorized representatives have access to and the right to examine pertinent books, documents, papers, and records of the Contractor as related to any contract resulting from the RFP until six years after final payment has been made. Further, such provision must be incorporated into any agreements with subcontractors by the prime Contractor.

Accounting & Audits

The Contractor shall maintain an accounting system for purposes of audit and examination of any books, documents, papers and records maintained in support of the contract. A copy of the Contractor's last 3 financial audits may be requested.

Livable Wage

Bidders are advised that certain City contractors are required to comply with the City of Burlington's livable wage ordinance. The livable wage ordinance is applicable to service contracts with the City of Burlington where the amount of the contract or contracts with the same person or entity exceeds $15,000 for any twelve-month period. As of March 1, 2009, the livable wage for employees who receive health care benefits is $14.21 per hour. The livable wage for employees who do not receive health care benefits is $15.83 per hour.

An employee of a covered contractor must be paid the livable wage during the period of time he or she expends on furnishing services funded by the City. Covered employers must agree to the payment of the livable wage as a condition of entering into a covered service contract with the City. A covered employer who violates the livable wage ordinance may be barred from receiving a contract or grant from the City for a period of up to 2 years and may be subject to other civil enforcement remedies. A copy of the livable wage ordinance is available upon request.

Non-Discrimination

The Respondent shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, sexual orientation, religion, and place of birth, or against a qualified individual with a disability. Respondent agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment including, but not limited to: Title VII of the Civil Rights Acts of 1964; the Age Discrimination in Employment Act of 1973; the Americans With Disabilities Act; Title 21, Subchapter 6 of the Vermont Statutes Annotated, Fair Employment Practices; and all other applicable administrative orders and executive orders. Respondent shall be responsible for preparing all periodic reports related to these purposes and required by law or regulation.

If a complaint or claim alleging violating by Proposer of such statutes, rules or regulations is presented to the Vermont Attorney General's Office, the Vermont Human Rights Commission, the Equal Employment Opportunity Commission or any other agency with jurisdiction, proposer agrees to cooperate fully in the investigation and disposition of such complaint or claim.

The Respondent shall indemnify, defend and save the City and its authorized agents, officers, representatives and employees harmless from and against any and all actions, penalties, liabilities, claims, demands, damages or losses, including reasonable attorneys' fees resulting from any claims asserting any form of discrimination or harassment as defined by state and/or federal law and by City Policy based on acts by the Respondent, its agents, officers, representatives, employees or contractors.

Indemnification

The Respondent agrees, to the fullest extent permitted by the law, that it shall indemnify and hold harmless the City, its officers, agents and employees from liability for damages to third parties, together with costs, including attorney's fees, incurred in defending such claims by third parties, to the extent such liability is caused by the negligent or intentional acts, errors, or omissions of the Respondent, its agents or employees, committed in the performance of professional services to be provided by the Respondent under this Agreement.

The City is responsible for its own actions. The Respondent is not obligated to indemnify the City or its officers, agents and employees for any liability of the City, its officers, agents and employees attributable to its, or their own, negligent acts, errors or omissions.

In the event the City, its officers, agents or employees are notified of claims asserted against it or them to which this Indemnification clause may apply, City or its officers, agents and employees shall immediately thereafter notify the Respondent in writing that a claim to which the Indemnification Agreement may apply has been filed.

City of Burlington Rights

The City reserves the right to accept or reject any or all proposals received in response to this RFP or to take other action consistent with the best interest of City. The City reserves the right to negotiate separately with any source to serve the best interest of the City.

EXCEPTIONS TO THIS RFP SHALL BE BY WRITTEN NOTIFICATION ON THE AWARDED PURCHASE ORDER (PO) IN ORDER TO BE BINDING. ALL SUBMITTED BIDS BECOME THE PROPERTY OF THE CITY OF BURLINGTON. AFTER THE AWARDING OF THE CONTRACT TO THE SUCCESSFUL BIDDER, ALL BIDS ARE OPEN FOR PUBLIC VIEWING.

Software Ownership:

Burlington Police retains a non-exclusive right to the source code, database design, related system design and other documentation, and maintains possession of said objects.

Additional Considerations:

Respondents wishing to negotiate modification of terms and conditions stated within this RFP must attach a copy of the City's RFP and show proposed changes (deleted sections with a strikeover and added sections in boldface type). A Respondent's failure to identify any such changes in their Proposal will preclude the Respondent from raising any such changes thereafter. The City's selection of any Respondent who proposes changes to the City's RFP terms shall not be deemed as acceptance of the Respondent's proposed changes. If bids are subject to additional terms, that the City decides are not in its best interest, the City reserves the right to deem that proposal as unresponsive. At all times, the City reserves the right to evaluate other criteria it deems appropriate, whether or not such factors have been stated in this RFP, and to award the bid to a Respondent that is not the lowest bidder.

Execution of Contract:

1. **Execution Of Contract**

   Upon the acceptance of a proposal, The City shall prepare and submit a contract to the successful proposer. In the event the successful proposer fails, neglects or refuses to execute said contract within fourteen (14) days after the mailing of said contract, in an envelope addressed to said proposer at its address as given upon its proposal, with the postage prepaid thereon, The City may at its option terminate and cancel its action in awarding said contract and the contract shall become null and void and of no effect, and the City may reconsider other proposals or solicit new proposals.

2. Incorporated by reference into the contract which is to be entered into by the City and the successful proposer pursuant to this RFP shall be: (1) all of the information presented in or with this RFP and the Proposer's response hereto; and (2) all written communications between the

City, its agents and the successful proposer subsequent to the date the RFP was issued, unless expressly modified by the contract.

3. Pre-requisites of Execution

Execution of the Agreement will be subject to funding, all authorizations and submissions otherwise required.

4. Vermont Tax Id Number

A Vermont business account tax number is required for contractors if the contractor is a corporation or if the contractor, under whatever form of business, has employees who are subject to federal income tax withholding and who perform their services within the State of Vermont. Contracts cannot be executed without a Vermont Tax ID Number.

ATTACHMENT 2 – SCOPE OF WORK DETAIL

The following lists the specific requirements of the CAD-RMS system, formatted as USER STORIES, with the expectation that this will provide a greater understanding of what the system needs to support.

It should be noted that this list is non-exhaustive, and is supplemented by additional information in the data tables and user interface sections of the RFP document.

During development we anticipate additional clarity and associated changes as we move closer to the final solution.

We have used the following format to collect and provide this information:

BASIC USER STORIES: Describe who and how will use the system

Use basic User Stories to describe how each of participants identified from CRC cards will interact with the system. User stories have a fixed structure as following: As a/an [participant type] I would like to [perform an activity] So that [achieved results].

EXTENDED USER STORIES: Describe prerequisites and effects of user actions

Use extended User Stories to describe in details which prerequisites and effects basic User Stories identified above will have. Extended User stories have a fixed structure as following: As a/an [participant type] Given [condition] And [possibly another condition] When I [perform an activity] Then [achieved results] And [possibly another result].

A. BASIC USER STORIES

DISPATCH

Persons

Given: a first name, last name, date of birth, alias, nickname, height, weight, gender, eye, hair, race, tattoos, scars, or any combination thereof
Then: I should be able to enter any or all of the above fields and search to receive a list of exact matches

Given: User typing a last name into search field
Then: As user enters characters, system provides real time narrowing field of potential matches

Given: a first name, last name, date of birth, alias, nickname, height, weight, gender, eye, hair, race, tattoos, scars, or any combination thereof
Then: I should be able to enter any or all of the above fields and search to receive a list of reasonable matches within a predetermined range

Given: a search for a name returns a match selected by the user
Then: I should be able to attach that name to an incident, vehicle, property, alert or location

Given: a search for a name returns a match selected by the user
Then: I should be able to view all information attached to that name to include name, address, contact information, biographical information, descriptors, mug shots, photographs, and have access to lists of locations associated, residences, vehicles, weapons, alerts, etc.

Given: a search for a name returns a match selected by the user
Then: I should be able to update any information on that name jacket, or add information as needed by the user

Given: a user selects a name from a search list
Then: the user is prompted whether the address/phone need to be updated prior to continuing

Given: a search for a name does not return a match selected by the user
Then: I should be able to click one button that populates a new name jacket with all the search data that I entered, creates the jacket, and prompts the user to attach that name to an incident, vehicle, property, alert, location or to save the jacket without any attachments.

Given: a location defined by a street address, common name or bracket of addresses, with option to include subdivisions via checkbox.
Then : I should be able to search for all known persons residing at that address or previously residing at that address, to include all apartments or other subdivisions of that address. IE a

search for residents of “1 North Avenue” returns results for either 1 North Avenue, or 1 North Avenue and all apartments within that building, depending upon user definition of the search. A search of “1 – 10 North Avenue” returns results for all persons residing in the buildings included in that range, with the same apartment/subdivision range.

Given: a bracket of dates and times, or a specific date and time
Then: I should be able to input that information and receive a list of all persons associated with incidents that occurred between or on/around those dates and times

Given: a specified incident type from a dropdown list
Then: I should be able to receive a sortable list of all persons associated with those incident types displaying the incident number, date/time, and role in the incident

Given: an officers name or badge number
Then: I should be able to receive a sortable list of all persons contacted by that officer displaying the incident number, date/time and role in the incident

Given: a name selected by the user from a name search
Then: I should be able to see a sortable list of all persons appearing in incidents with the selected person to include incident number, date/time and role in the incidents

Given: a specific type of alert chosen from a dropdown menu
Then: I should be able to see a sortable list of all persons who are marked with this alert to include the incident number that led to their being marked, the officer that requested the alert, and the date the alert was placed.

<u>Locations</u>
Given: a common name of a location, business or place
Then: I should be able to input that common name and automatically be presented with a clickable list of the street addresses to select from that would represent the correct address.

Given: a location selected
Then: I should see a list of all prior incidents that have occurred at that location

Given: a location selected
Then: I should be able to add persons, vehicles, property, alerts, or incidents to that location history

Given: a location selected
Then: I should see a list of all persons, vehicles, incidents that have occurred or are associated with that location

Vehicles

Given: A last name, first name, make, model, plate #, color, year, VIN #, last known contact address, date, time, incident contact type, contacting officer, ticket number, impound location, or any combination thereof
Then: I should be able to search for any vehicles that are a match to the provided search parameters

Given: There is no match to the when search is conducted
Then: I should be able to click one button that populates a new vehicle jacket with all the search data that I entered, creates the jacket, and prompts the user to attach that name to an incident, person, property, alert, location or to save the jacket without any attachments.

Given: a vehicle has been selected from a search by a user
Then: I should be able to attach it to an incident, person, enter it into a tow log, impound file, attach an alert to it, update or change any information on it

Property

Given: Property description, owner last name, first name, date of birth, make, model, color, serial/VIN#, plate #, found location, tagging officer
Then: I can view a sortable list of potential matches displaying date of recovery, date of reported loss and description of items

New Incident

Given: Location, Call Source, Incident Type, Caller Information, Caller on telephone
Then: I should be able to generate a new incident with an automatically generated incident number, enter all listed information, enter narrative, and assign available Officers to that incident

View and update pending and active incidents

Given: A list of active and pending incidents
Then: I should be able to assign officers to an active or pending incident

Given: An active incident
Then: I should be able to add information/officers, change status, change type, and alter and update any needed information as the incident evolves.

See and update officer status and information

Given: A list of officers present on a screen
Then: I should be able to filter the screen to show only officers that are currently working

Given: A list of officers filtered to show only officers that are currently working
Then: I should be able to sort that list by patrol area, cruiser number, radio number, badge number, primary and secondary locations, status at given incidents or other patrol status

Given: A list of officers filtered to show only officers that are currently working
Then: I should be able to view any special skills, equipment, phone numbers, tour supervisors, work schedules, or shift assignments of any of those officers

Given: A list of officers filtered to show only officers that are currently working and a list of active incidents
Then: I should be able to assign these officers to active incidents from the active incident list, and update the status of those officers as they are dispatched, are en route, arrive, arrest, etc.

Given: I assign an officer to a pending incident
Then: That officer is designated as the Primary officer for that incident, and the incident is changed in status from Pending to Active.

Given: I assign an officer to an active incident that has another officer already assigned to it.
Then: This officer is designated as a Secondary officer for that incident, and the incident remains as an Active incident.

Given: I remove all officers from an active incident by reassigning them to other incidents or changing their status to Available
Then: I am automatically queried for a disposition for the incident, and the incident becomes a closed incident when the disposition is entered

<u>Close an active incident by entering disposition, clearing incident, canceling incident</u>

Given: An active incident that an officer radios is closed and verified
Then: I should be able to mark or enter what the officer has verified the incident as and remove it from the active incident screen

Given: An active incident that has been closed, verified and removed from the active incident screen
Then: The incident should be automatically marked as needing narrative, follow-up or other data based on a preset series of parameters

Given: An active incident that is determined to be not needed and should be cancelled
Then: I should be able to cancel the incident, removing it from the active incident screen

Given: An active incident that is determined to be not needed as it is a duplicate of another active incident
Then: I should be able to merge it into the other active incident, removing the duplication, and transferring all narratives, times, logs and other data into the correct active incident.

OFFICER

Given: The officer receives an incident via MCT (Mobile Computer Terminal) and enters data/status change/updates
Then: All data/narrative/status entries are populated and logged with date/time into the incident and viewable by all authorized users, all status changes are reflected on the dispatch and other Officer/Supervisor screens

Given: The officer completes an incident in the field and marks the incident as ‘complete’
Then: Software automatically checks for entries in required fields as defined by agency, once completed by marking the incident as “pending” or “Ready for Approval” With option to mark incident as worth Roll Call attention, or as a false alarm or false report to bypass input requirements. Officer returns to Available status and change is reflected across all user screens.

Given: Upon attempt to mark an incident as ‘complete’ a required field is missing
Then: An audible signal is sounded, and the software automatically brings the cursor to the required field for data entry. Option for override due to more emergent call required.

Given: Name Search
Then: See Dispatch Entry for Name Search

Given: Officer arrives on scene and marks same via MCT
Then: display changes to open the applicable incident for data entry – see Dashboard discussions

Given: Officer selects a name record from a search list
Then: Officer can assign the name record a role in the incident (complainant/witness/victim/etc)

Given: Officer at scene ready to enter data and narratives
Then: Officer is able to enter data and narratives in text format into a text field in the incident. Upon submission a spell check is automatically run, and the narrative is viewable across other user’s screens.

Given: A requirement for automated information to be kept
Then: The system would automatically log an incident number, responding officers, investigating officer, incident type, location of incident, time of report, time of occurrence, involved parties, vehicles, property, and any other information, photographs, documents or other media.

Given: a secondary officer arrives with a primary officer
Then: the secondary officer has the same access to the data and incident as the primary officer simultaneously, with each officer’s actions and input logged individually with date/time/user

Given: any authorized user wishes to search and access active or past incidents

Then: the user enters any parameter such as officer, date, incident number, involved party, type, etc

Given: a returned list of incidents based on user input and search request
Then: the user can open an incident of their choice and update any of the data in that incident – all changes to those fields are logged by date/time user.

Given: a user is updating an active or past incident from MCT or desktop
Then: the user can add any file of any type of any media such as photo, video, audio, pdf, doc etc

Given: an officer logs into a workstation, MCT or desktop
Then: a list of pending incidents automatically appears on dashboard, incidents greater than a predetermined time period are color coded or otherwise marked.

Given: an officer has completed work on an incident and is forwarding it for approval
Then: the officer is able to check a box and the incident is automatically forwarded to the appropriate supervisor for review and approval.

Given: a supervisor returns an incident for further work or changes
Then: the incident is visible in a list of pending incidents

Given: an officer wishes to initiate a call from an MCT
Then: the officer has access to an icon to initiate their own call, and then can populate required fields normally filled in by dispatch. All users would be aware of this in real time. Officer Initiated Calls would sound an Audible Alarm across all workstations, and trigger a 10 second flashing on that officer’s icon on other users workstations. Officer status changes automatically as appropriate.

Given: an officer arrives at a traffic stop or traffic crash
Then: the dashboard automatically prompts for driver license and registration plate query fields

Given: an officer arrives at incident types as determined by agency
Then: the dashboard automatically prompts for criminal history query field

Given: an officer completes an incident and marks it Ready for Approval
Then: the system has already automatically queried as the incident was generated and completed to ensure that the incident is NIBRS compliant as the case progressed, querying for data fields as needed.

Given: an incident is marked as “Ready for Approval”
Then: an automatic error check is run, and the cursor is brought to any mandatory fields that are missing or inaccurate for correction. Incidents will not allow Ready for Approval to be accepted until the error check completes successfully.

Given: Search for incidents
Then: See Dispatch Incident Search

Given: an officer enters height/weight/race/eye/hair/age brackets and a Known Subject
Then: the system returns a list of images matching those definitions and the Known which can then be placed into a set of two rows of four images

Given: Search/Enter Alerts
Then: See Dispatch Alert Search

Given: an officer hovers the mouse over a person in a list returned from a search
Then: any applicable alert is made available

Given: an officer selects a name jacket from a search return list
Then: the system provides return of the persons biographical information, last photograph, and list of last five contacts to include date/location/role/incident #

Given: Person/Location search
Then: See Dispatch Search

Given: I am dispatched to an incident
Then: an icon on my dashboard allows me the option to hear the information rather than read it

Given: I am dispatched to an incident
Then: a partial street or satellite map of the location appears on my dashboard

Given: Location Activity Search
Then: See Dispatch Location Search

Given: Location/person hover feature
Then: If I hover the mouse over the address I should see the last 5 involvements with the address/person etc

Given: An officer is ready to enter a narrative
Then: the officer has the option to speak into a microphone on the MCT and dictate the report

Given: the officer is dictating the report to the MCT
Then: the MCT uses voice recognition to convert the dictation to text in the narrative field

Given: the officer is dictating the report to the MCT
Then: the MCT records the report as an audio file and uploads it to the incident record.

Given: the officer has information to check through DMV/NCIC/P&P/DOC/Court etc

Then: the officer can enter this information into the MCT and get returns from those sources; the returns are automatically retained into the incident record

Given: the officer has taken photographs using digital cameras
Then: the officer can connect the camera to the MCT or Desktop and load the photographs directly into the incident record, naming individually as they upload.

Given: A list of photograph file names in an incident record
Then: when the cursor passes over the file name, a thumbnail appears on the screen

Given: Duplication is not permitted for users
Then: In any instance, a user should not ever have to enter the same person twice – the system should auto populate names whenever they appear in more than one place in an incident. For example, if the caller is the victim, it's automatic. The reporting officer is the investigating officer, it's automatic.

Given: People Search
Then: See Dispatch Search

Given: Person has been fingerprinted using AFIS
Then: A link between AFIS and this system exists, populating a name jacket with the data entered into AFIS

Given: Vehicle Search
Then: See Dispatch Search

Given: Multiple users need to view and access incidents at the same time
Then: Incidents can be accessed by more than one user at one time simultaneously

Given: the user desires to see multiple windows of information simultaneously
Then: the user should be able to drill multiple layers into the data contained within an incident without having to close the incident or previous layers. (e.g. if an officer views Joe Smith's activity and sees he was involved in a drug offense in November, the officer should be able to view that particular incident while Joe Smith's activity window is still open. Now let's say the officer is viewing the drug incident and sees that Jane Smith is involved. The officer should be able to look at Jane Smith's information without having to close the other windows).

Given: dispatch assigns an officer to a new call
Then: the dashboard view will change in the assigned officer's MDT or desktop and an audible alert will notify the officer of the new call.

Given: dispatch assigns an officer to a new call
Then: the dashboard view will include all pertinent information on one screen so the officer does not have to go back and forth to search for specific information they might be looking for.

SUPERVISOR

Given: Incident search
Then: see dispatch incident search

Given: my direct reports (this must be scalable by agency, tour, unit, etc) have marked incidents as "Ready for Approval"
Then: I should be automatically notified on the dashboard that there are incidents awaiting approval.

Given: A list of incidents resulting from a search
Then: A supervisor should be able to mark any incident as worthy of dissemination at roll call or staff meeting or award committee (reports)

Given: that there are incidents marked as "roll call dissemination"
Then: I should be able to print a report that details each of these incidents for use at roll call (or in lieu of report the system automatically prints all incidents marked for roll call).

Given: an incident submitted by an officer for approval
Then: the supervisor should have a view-only mode that shows all information in as few screens as possible (preferably one) that I can scroll through, see everything, and at the end there is an "Approved Yes/No" button so that the incident will either go to records or back to the officer.

Given: a supervisor is reviewing an incident for approval
Then: supervisor should be able to mark incident as roll call, awards, staff meeting, etc even if in the "view only/review" mode.

Given: a supervisor is in their queue of incidents "Ready for Approval"
Then: when an incident is approved or disapproved, it disappears and the next one ready for approval appears on the screen.

Given: a supervisor is reviewing incidents for approval and needs to add or modify information in the incident
Then: there should be a seamless way to switch between view/review only and "modify" mode.

Given: a user wishes to change an incident's status
Then: only supervisors are able to mark an incident in certain agency-designated ways, such as "Approved" "Transfer" etc. The only way an officer should be able to alter status is from pending to "RFA."

Given: A supervisor wishes to comment in any field of an incident/narrative submitted for approval prior to returning it to pending status
Then: a comment field or messaging tool is included to facilitate information between the supervisor and officer. This comment field must be separate from the parts of the incident that are viewable by other system users. Supervisors need a secure messaging ability that does not require switching applications.

Given: a supervisor wants to get relevant data to make decisions
Then: the system will produce customized reports based on variable parameters.

Given: a supervisor wants to see all incidents that are “pending” and “active” in order to help set priorities and remain aware of what is happening in the field
Then: the system should be able to transmit that info to a PDA, desktop, laptop, etc

Given: a supervisor wants to flag an incident that needs immediate attention by an officer
Then: a supervisor should be able to over-ride the prioritization of the officer’s paperwork queue and the officer should be alerted that an incident(s) has been marked as high priority by a supervisor.

Given: a supervisor wants to see hot spot locations
Then: a supervisor should be able to enter variable parameters (incident type, geographic location, within ½ mile of X address, etc) and receive a report that shows both a list of incidents matching the provided parameters and a map with flags showing the incidents.

Given: that one of my direct reports has paperwork that is overdue (each agency should be able to customize this based on variable parameters)
Then: the supervisor should be automatically notified of the overdue incidents/responsible officer/incident number and type on their dashboard whenever they log onto the system.

Given: that supervisors enter variable parameters into a search
Then: a report will be generated regarding productivity of officers/teams/department wide/etc.

Note: This report should be able to be customized by each agency and will include reports about officer specific, team/unit specific and department wide activity. Examples include: comparing number of tickets/arrests/incidents of all officers assigned to patrol area “C” between x and y dates. Or, comparing all officers assigned to dayshift team 1 between x and y dates. Print or view comparative analysis between officers, barracks, patrol area activity, etc. Similar to comparing online product comparisons.

Given: a report or incident is noteworthy or award worthy
Then: a supervisor should be able to flag it for inclusion on a “Award Recommendation” list by clicking a button during the approval process.

INVESTIGATIONS/DETECTIVES

Given: that patrol supervisor has marked an incident as "request transfer to detectives"
Then: I should be automatically notified on my dashboard that there are incidents for transfer and a list appear when I click on the dashboard icon. This list should include: the requesting supervisor's identity, the original investigating officer identity, the date/time the request is made, the incident number & the incident type.

Given: that I review the incidents requested for transfer
Then: I should be able to mark each incident as "accepted" for transfer or "declined."

Given: that I decline an incident for transfer
Then: an automatic dialog box should appear where I can document the reasons the transfer request is denied. When this dialog box is closed, the incident should be automatically sent back to the originating requesting USB super's Queue as "ready for approval". All actions should be automatically date and time & ID stamped.

Given: that I accept the incident for transfer:
Then: I check the "Accept transfer" box which opens a pull down list of detectives to assign the incident to as well as a dialog box so that the I can attach comments. The newly assigned detective's identity should not delete the originating officer's identity attached to the incident. All actions should be automatically date and time & ID stamped. When this action is completed, it should send the newly assigned incident to the detective's pending queue.

Given: that a detective has newly assigned incidents requiring investigation
Then: a notification should appear on the dashboard whenever that detective logs into the system. If the icon is clicked it will list the newly assigned incidents and provide immediate access to all the content of the incident to date.

Given: that a supervisor takes any action within an incident such as (approve, re-assign, accept for transfer)
Then: All actions should automatically recognize the supervisor from their log-in and not require additional steps to indicate the identity when making the above actions. This should apply to all users on this system.

Given: that a detective works on an investigation
Then: detectives need to be able to attach large amounts of digital media (recordings, photo's scanned documents, video, etc). IT IS PARAMOUNT THAT THE INCIDENT HAS AN INTEGRATED WORD PROCESSOR THAT SAVES DIRECTLY TO THE INCIDENT (All BPD templates should be accessible from within this word processor).

Given: that multiple detectives work on an investigation

Then: any modifications/additions/reports/media/etc bear the time, date and user ID stamp automatically

RECORDS

Given: that a person for whom we have an existing name record turns 18 years of age
Then: the juvenile names jacket should automatically duplicate to an adult names jacket upon their 18th birthday, but not carry over the juveniles involvements/attachments into that adult jacket**.** Once a person is 18 years of age entries should only be able to be made to the adult names record unless an administrator authorizes it.

ID UNIT

Given: an incident number
Then: I should be able to enter a new property item, description of item, a unique identifying number, storage room & storage location, owner of property, and chain of custody information (from, to, date, time), property code, property type, etc.

Given: a piece of property/evidence is transferred to a new person or agency
Then: I should be able to securely document the transfer via the system requiring a password from both the releasing and receiving party. (In the absence of a password, capturing a signature electronically like when you sign your credit card at a store).

Given: an owner's name
Then: all property associated with this name record should appear

Given: an incident number
Then: all property associated with this name record should appear

Given: an internal storage location
Then: all property assigned to that location should appear

Given: a property description (variable parameters)
Then: any matching stolen or lost property within that timeframe should appear

Given: a query in the system for a unique identifying number
Then: all information on associated property should appear and be able to be updated/edited by ID Unit personnel

Given: a need to enter a new piece of evidence/property

Then: each item should be assigned a unique identifying number and be able to be linked to an incident seamlessly

Given: when I mark an item of property/evidence as disposed (destroyed, returned, converted, etc)
Then: The chain of custody report is automatically updated and time/date/officer stamped

Given: when I mark an item of property/evidence as disposed
Then: it is automatically removed from BPD inventory records

ADMINISTRATOR

Given: that system administrators need to be able to customize the system for their agency
Then: an administrator should be able to set time parameters for specific incident types (such as missing person) that would require an incident to be changed from “pending” to “approved” within a specified time frame (such as 10 days for missing persons) or else the system automatically notifies (via e-mail, an alert at log on or other) multiple parties to include the responsible officer, the direct report supervisor and others as determined by the agency.

B. EXTENDED USER STORIES

DISPATCH

In order to: Find a person
As a dispatcher

Given: by last name
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by first name
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by date of birth
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by location
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by Date/Time
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by incident type
And there is no matching name

When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by responsible officer
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by alias
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by Associates
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by height, weight, eyes, hair, tattoos, scars, marks
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by alert
And there is no matching name
When I search
Then I should be able to generate/enter a new name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by last name
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by first name
And there is a matching name

When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by date of birth
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by location
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by Date/Time
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by incident type
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by responsible officer
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by alias
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by Associates
And there is a matching name
When I search

Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by height, weight, eyes, hair, tattoos, scars, marks
And there is a matching name
When I search
Then I should be able to use/update name
Then I should be able to attach it to an incident, vehicle, property, or alert

Given: by alert
And there is a matching name
When I search
Then I should be able to update/use name
Then I should be able to attach it to an incident, vehicle, property, or alert

In order to: Find a Vehicle
As a dispatcher

Given: by Last name
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by First name
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by date of birth
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by location
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by date and time range
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by incident type
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by officer
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by VIN number
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by Make
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by model
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by color
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by registration plate number
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by Impound location
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident

Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by traffic stops
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by tickets (parking/traffic)
And there is a matching vehicle
When I search
Then I should be able to use/update vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by Last name
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by First name
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by date of birth
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by location
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by date and time range
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by incident type
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by officer
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by VIN number
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by Make
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by model
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by color
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by registration plate number
And there is a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by Impound location
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by traffic stops
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

Given: by tickets (parking/traffic)
And there is not a matching vehicle
When I search
Then I should be able to enter a new vehicle
Then I should be able to attach it to an incident
Then I should be able to enter it into a tow log
Then I should be able to place an alert on the vehicle

In order to: Find a Piece of Property
As a dispatcher

Given: can be searched by last name, first name, date of birth, location, Date/Time Range, Incident Type, Officer, Ser #, Make, Model, Color, Plate, seized location, property tag#, tagging officer

In order to generate a new fire incident
As a dispatcher

Given caller provided an address and type of call, an incident should be started, providing cross streets, generating a running assignment, so I can view, dispatch and update the correct fire apparatus.

In order to reactivate a fire incident
As a dispatcher

Given we have at least one of the following – Lname, Fname, DOB, location, date/time range, incident type, officer, phone number, property, incident number, arrest made, any type of disposition – I am able to reactivate and update location, fire apparatus, narrative, call type, call point of origin.

In order to close an active fire incident
As a dispatcher

Given the Firefighter has advised the apparatus are clear from the scene, I should be able to close the incident by choosing a disposition. Also, I should be able to cancel a fire incident if initiated by accident or if no longer needed. This way, I can clear the dispatch screen and update the status of the apparatus – making them available for other incidents.

In order to view and update fire apparatus
As a dispatcher

Given the screen has the capability to show the on duty apparatus, I should be able to view and rearrange the units depending on what is needed – putting on and off duty, primary and secondary location, assigning and clearing incidents. This is all so I can track apparatus availability and their locations at all times.

In order to view and update active fire incidents
As a dispatcher

Given there are apparatus on calls in the field or there are calls to be assigned, I should be able to assign units, change locations, change responsible units, add, delete, and update narratives.

In order to generate an incident
As a dispatcher

- Given a caller provides an address, I should be able to generate an incident, populate it with that information and dispatch it to the officer.
- Given a caller provides a phone number, I should be able to generate an incident, populate it with that information and dispatch it to the officer.
- Given a caller provides a name, I should be able to generate an incident, populate it with that information and dispatch it to the officer.

Other helpful additions within an incident

- Automatically generating an incident number
- Capability of merging incidents within the incident
- Available field for inputting vehicle information
- Available field for inputting multiple complainants/POIs
- Available narrative field
- Available field for call source (telephone, 911, front desk, officer, etc)

+++Close an active incident by entering disposition, clearing incident, canceling incident+++

Given: An active incident that an officer radios is closed and verified
Then: I should be able to mark or enter what the officer has verified the incident as and remove it from the active incident screen

Given: An active incident that has been closed, verified and removed from the active incident screen
Then: The incident should be automatically marked as needing narrative, follow-up or other data based on a preset series of parameters

Given: An active incident that is determined to be not needed and should be cancelled
Then: I should be able to cancel the incident, removing it from the active incident screen

Given: An active incident that is determined to be not needed as it is a duplicate of another active incident
Then: I should be able to merge it into the other active incident, removing the duplication, and transferring all narratives, times, logs and other data into the correct active incident.

+++See and update officer status and information+++
Given: A list of officers present on a screen
Then: I should be able to filter the screen to show only officers that are currently working

Given: A list of officers filtered to show only officers that are currently working

Then: I should be able to sort that list by patrol area, cruiser number, radio number, badge number, primary and secondary locations, status at given incidents or other patrol status

Given: A list of officers filtered to show only officers that are currently working
Then: I should be able to view any special skills, equipment, phone numbers, tour supervisors, work schedules, or shift assignments of any of those officers

Given: A list of officers filtered to show only officers that are currently working and a list of active incidents
Then: I should be able to assign these officers to active incidents from the active incident list, and update the status of those officers as they are dispatched, are en route, arrive, arrest, etc.

Given: I assign an officer to a pending incident
Then: That officer is designated as the Primary officer for that incident, and the incident is changed in status from Pending to Active.

Given: I assign an officer to an active incident that has another officer already assigned to it.
Then: This officer is designated as a Secondary officer for that incident, and the incident remains as an Active incident.

Given: I remove all officers from an active incident by reassigning them to other incidents or changing their status to Available
Then: I am automatically queried for a disposition for the incident, and the incident becomes a closed incident when the disposition is entered

+++View and update pending and active incidents+++

Given: A list of active and pending incidents
Then: I should be able to assign officers to an active or pending incident

Given: A telephone call and a complaining party
Then: I should be able to generate a new pending incident and po

DSB STORY LINE

Given a USB supervisor is requesting an incident be transferred to DSB then

DSB Super should be able to view all incidents requesting a DSB transfer by clicking a button on the officer incident dashboard (Possible titled, "DSB Transfer request). The dashboard should show me the requesting USB super's identity, the original investigating officer identity, the date/time the request is made, the incident number as well as a "decline transfer" check box and an "Accept transfer" check box.

10-3321 / OIC 184 / OFC 193 / 01-19-10 @ 1400 hrs / _ Declined _ Accepted

Within the above described view, the DSB super should be able to click the specific transfer request to view the incident and its contents.

Given the DSB super does not accept the transfer request:

The DSB super should check the "Decline transfer" box which opens an automatic dialog box where the DSB super can document the reasons the transfer request is denied. When this dialog box is closed, the incident should be automatically sent back to the originating requesting USB super's Que. All actions should be automatically date and time stamped.

Given the DSB super accepts the transfer request:

The DSB super should check the "Accept transfer" box which opens a pull down list of department officers to assign the incident to. The "Accept transfer" box should also open a dialog box so that the DSB super can attach comments to the new assigned officer. The new assigned officer identity should not delete the originating officer's identity attached to the incident. All actions should be automatically date and time stamped. When this action is completed, it should send the new assigned incident to the new assigned officer/detective Que.

All actions above should automatically recognize the DSB super from their log-in and not require the DSB super to check boxes as to their identity when making the above actions. This should apply to all users on this system.

Given a detective receives an assigned incident:

When a detective logs on to their system, the dashboard should show a prompt informing the detective that there is a new incident assigned to them. Clicking on this prompt opens a field that shows all incidents newly assigned by the DSB super and is date and time stamped with the

DSB super's comments from the dialog box. Within this field, the detective should be able to click on the new assignment and bring up the incident and its contents.
Detectives need to be able to attach large amounts of digital media (recordings, photo's scanned documents, video, etc). **IT IS PARAMOUNT THAT THE INCIDENT HAS AN INTEGRATED WORD PROCESSOR THAT SAVES DIRECTLY TO THE INCIDENT (All bpd templates should be accessible from within this word processor). It would be helpful to have electronic signature capability to attach to reports/supplements within this word processor within the incident.**

SIDE NOTE:

Juvenile names jackets should automatically duplicate to an adult names jacket upon their 18th birthday, but not carry over the juveniles involvements/attachments into that adult jacket..

ID UNIT

In order to

RESPONSIBILITY (ACTIVITY FROM GENERAL SCOPE**)**	**CONDITIONS**	**ACTIVITIES**	**RESULTS**
Log in property	Given an incident number	When I enter the incident number	I should be able to enter a new property item, description of item, a unique identifying number, storage room & storage location, owner of property, and chain of custody information (from, to, date, time), property code, property type
Securely document the transfer of property		When an entry is made concerning a hand to hand transfer	Both parties must be present to enter their password **
Search property	Given an owner's name	When I enter the owner's name	Then all property associated with the person should appear
	Given an incident number	When I enter the incident number	Then all property associated with the incident should appear
	Given an internal storage location	When I enter the location	Then all property assigned to that location should appear

	Given a property description, property code, property type	When I enter any of these queries	Then any matching stolen or lost property within that timeframe should appear
Edit property information including chain of custody	Given a unique identifying number	When I enter this number	The property information should appear And if there is no property an option to add should appear
Log in property	Given a unique identifying number	When I enter this number	I should be able to enter new property information (see above) And if there is already property with that unique number that data should appear
Mark property as disposed (destroyed, returned to owner, converted, etc.)		When I mark the property as disposed	Then the chain of custody is updated as being disposed and no longer shows as being in PD possession (does not show up in last known storage area)

OFFICERS

Messaging tags tied to an event IF assigned to an event while the message is sent

Document responses with data entry and update	so that I can inform DISPATCH* & SUPERVISORS* of my current status in the field namely receipt of call, arrival on scene, and completion/clear from scene

In order to Document responses with data and updates as a Police Officer,

Given Dispatch has already assigned an officer and sent the nature and location of call to officer via incident dispatch screen.

Have an automatic prompt (with animation and alarm) on sent incident screen to notify dispatch that officer received and acknowledged the call via MCT (Mobile Command Terminal).

The on-screen prompt than changes to "at scene" prompt with animation.

The officer status should then be automatically logged on the dispatch screen, officer screen and supervisor screen as "en-route".

Upon arrival to the scene via animated on-screen prompt officer notifies dispatch via MCT that officer arrived on scene.

The notification should then be logged on the dispatch screen, officer screen and supervisor screen as "at scene" and screen goes into data input mode

(follow research records and run queries, enter incident digital media flow below)

Upon completion of officer's on scene duties via "completed" prompt notify dispatch via MCT that officer completed the call,

Error check should be run on designated mandated fields in incident data input field, i.e. Complainant field, Victim field, Narrative field, others???????

Given all required fields are completed

Notification is sent to dispatch screen, officer screen and supervisor screen as "completed".

Officer returns to available status.

Given fields are empty officer is prompted to fill in or override required fields.

Error check should be run on designated mandated fields in incident data input field, i.e. Complainant field, Victim field, Narrative field, others???????

If all required fields are completed notification is sent to dispatch screen, officer screen and supervisor screen as "completed". Officer returns to available status.

Research records and run queries so that in the field from within incidents I am entering data	I can search for CITIZENS* information already entered into the RMS to avoid duplicate entries

In order to Research and run queries so that in the field from within incidents I am entering data as a Police Officer,

<u>Given that I am on an active call and I acknowledge "on scene".</u>

After pushing the “on-scene” screen prompt police officer on scene data input window opens. Using add citizen link on the current incident screen be able to query a Citizen file in RMS by Name and DOB. The screen should prompt with identifying information to search.

Given that the citizen information is already entered in the system,

Matching appropriate file is located in database.

File should be presented for review and updated by the officer. Role of citizen should be chosen as well (complainant, witness, victim, suspect).

If new or updated information needs to be added or changed access input directly from same screen. Officer makes appropriate changes, additions or deletions.

If multiple matching files are located in database, RMS should provide matching files for officer to review and choose the appropriate file. Hover over to determine right person. Click to open. File should be presented for review and update.

If new or updated information needs to be added or changed access input directly from same screen. Officer makes appropriate changes, additions or deletions.

Given that the citizen information is not in system.

Notification should made, (i.e. no matching file found) and new Citizen data input mode screen opened.

New Citizen data input mode screen should be entered into database. File should be presented for review and update by the officer. Role of citizen should be chosen as well (complainant, witness, victim, suspect

Enter narratives and other data into incidents	Update my incident reports and data from the scene or other location

<u>In order to enter data gathered in the field</u>

Incident number (auto populate)

Investigating officer(s) (auto populate)

Primary officer (auto populate)

Classification (auto populate) able to change in field

Location of Incident (auto populate)

Time of report (auto populate)

Time of Occurrence

Citizens: Name, Address, DOB, POB, SS#, Phone, Lic# (auto populate from dispatch entry) (query records and auto populate) Sex, Race, Hgt., Wgt., Hair, eyes,

Vehicle: Reg#, State, Exp Date,, Make, Model, VIN, Year, Owner, Towed

Property/Evidence: Photos taken, Evidence tag numbers,

<u>In order to Enter narratives into incidents as a Police Officer,</u>

Given that I am on an active call and I acknowledge “on scene” with officer data input opened

Have a narrative link to my currently assigned incident that when accessed, a doc. file narrative screen is accessed and I can write narrative reports of my actions.

When completed narrative text should be uploaded to the main incident screen and logged under officer user name.

Given that I am not on an active call

At any time be able to query incident via incident number, Officer name/number, Citizen name, location, or date/time and access a narrative link to locate an existing report or add narrative report (.doc file) to incident.

When completed narrative text should be uploaded to the main incident screen

Add any kind of digital file to incidents	Document my incidents thoroughly

In order to add any kind of digital file to incidents as a police officer.

Given that I am on an active call

Have a data upload link to my currently assigned incident so multi media files can be uploaded directly to the incident, via usb ports, optical drives and searchable digital files on network.

When completed narrative text should be uploaded to the main incident screen.

Given that I an not on an active call

At any time be able to query incident via incident number, Officer name/number, Citizen name, location, or date/time and status access a data upload link so multi media files can be uploaded directly to the incident, via usb ports, optical drives and searchable digital files on network.

When completed narrative text should be uploaded to the main incident screen.

Close an incident and forward for review to a supervisor AND receive incidents back that need additional work	Move incidents back and forth from supervisors

In order to close an incident and forward for review to a supervisor AND receive incidents back that need additional work as a police officer.

Given that I am on an active call

Upon completion of my duties on scene I should then be able to notify dispatch via MCT that I completed the call. Error check should be run and designated mandated fields should have entered data. Complainant field, Victim field, Narrative field.

Status prompt should be entered as to the status of the incident, i.e. “Closed ready for approval” or “pending”.

If “Closed ready for Approval” prompt is checked the incident is tagged as such.

If “Pending” prompt is check the incident is tagged as such.

Given that I an not on an active call

At any time be able to query incident via incident number, Officer name/number, Citizen name, location, or date/time and status. After opening and adding data use complete prompt.

Error check should be run and designated mandated fields should have entered data.

Complainant field, Victim field, Narrative field.

Status prompt should be entered as to the status of the incident, i.e. “Closed ready for approval” or “pending”.

If “Closed ready for Approval” prompt is checked the incident is tagged as such.

If “Pending” prompt is check the incident is tagged as such.

See incidents that are pending data and approval entry easily	Assist me in clearing reports that are required or approaching deadline

In order to See incidents that are pending data and approval entry easily as a police officer.
At any time be able to query incident via incident number, Officer name/number, and status.
List incidents as the oldest incidents first. Any incidents still pending after 15 days will be color coded or alarmed.

Mark an incident as worthy of a roll call report	Assist the oncoming shift in seeing noteworthy incidents

In order to Mark an incident as worthy of a roll call report as a police officer

Given that an Officer has been dispatched and completed call and is marking final status.
On the final complete status prompt another prompt should be accessed asking if the current incident should be flagged as important to review during recall.
i.e. “Incident to be Review during Roll Call” Yes or No

Have the system flag an incident that requires attention (i.e. 10 day old missing person case)	Assist in workflow

In order to Have the system flag an incident that requires attention (i.e. 10 day old missing person case) as a police officer

Given that an Officer has been dispatched and completed call and is marking final status.
Upon completion of a status report of either “Ready for Approval” or ‘Pending incidents with the following heading should be tagged as requiring attention in 10 days.
Missing person
?????

Have the system enabled to flag an incident as a false call or alarm quickly	Facilitate quick clearance of simple, non-reportable calls

In order to Have the system enabled to flag an incident as a false call or alarm quickly as a police officer.
Upon dispatch of certain calls (False Alarm, 911 etc..) system will still have “en-route” “on scene” prompts but upon bypass the officer data input link and automatic prompt and ask “no report required” yes or no.
If “yes” entered the screen will prompt the

Initiate calls for service from any location by the officer	so that I can be proactive and not need a notification from (DISPATCH) to respond

In order to Initiate calls for service from any location by the officer as a police officer.

Given that an officer is available and not dispatched.
When an officer wants to generate own incident without being dispatched. On main screen (Officer 1) prompt labeled ‘Initiate Call”.
When prompted screen will automatically generate new incident number and prompt for location and offense fields.

Have the system enabled to flag an incident as a false call or alarm quickly	Facilitate quick clearance of simple, non-reportable calls

In order Have the system enabled to flag an incident as a false call or alarm quickly to as a police officer

Initiate calls for service from any location by the officer	so that I can be proactive and not need a notification from (DISPATCH) to respond

In order to Initiate calls for service from any location by the officer as a police officer

Given that police officer is not already on a call and is available

Have icon/link on available officer's screen indicating self-initiated call.

When pushed Dispatched is notified that officer is starting a self-initiated call. Officer is listed as unavailable.

Officer is given a few prompts as to what kind of call is being self-initiated. (No typing required for safety and ease). Choices could include: Car Stop, Suspicious start card, Suspicious no card required,

Then prompts a location for officer to enter. The type of call and location is sent to Dispatch and logged onto officer status screen.

If car stop, screen changes to a search field to include 10-28 and 10-27.

If suspicious 10-29 search screen or location search screen

Receive and tag property	I can document items seized for evidentiary value, safe keeping, and found in the field and secure seized items in the property room for ID* to track

In order to Receive and tag property as a police officer

In data input screen

Create a NIBRS compliant incident	Fulfill the federal and state requirement

In order to Create a NIBRS compliant incident as a police officer

Given that the officer has completed his incident and is marking "complete."

An automatic error check should be done. Error check should be run and designated mandated fields should have required entered data.

If all fields are entered correctly incident is entered as "Closed ready for Approval" prompt and the incident is labeled as such.

If fields are not entered correctly an incomplete status should be listed with notification of missing required fields.

See color coded mandatory data fields and kick-back to the required field if empty	Enable good data entry

In order to See color coded mandatory data fields and kick-back to the required field if empty as a police officer

Given that the officer has completed on scene investigations and added all gathered data from the field.

Given that I am on an active call

Upon completion of my duties on scene I should then be able to notify dispatch via MCT that I completed the call. Error check should be run and designated mandated fields should have entered data. Incident number (auto populate), Investigating officer(s) (auto populate), Primary officer (auto populate), Classification (auto populate) able to change in field, Location of Incident (auto populate), Time of report (auto populate), Time of Occurrence, Citizens: Name, Address, DOB, POB, SS#, Phone, Lic# (auto populate from dispatch entry) (query records and auto populate) Sex, Race, Hgt., Wgt., Hair, eyes,.

Vehicle: Reg#, State, Exp Date,, Make, Model, VIN, Year, Owner, Towed

Property/Evidence: Photos taken, Evidence tag numbers,

Narrative

Status prompt should be entered as to the status of the incident, i.e. "Closed ready for approval" or "pending".

If "Closed ready for Approval" prompt is checked the incident is tagged as such.

If "Pending" prompt is check the incident is tagged as such.

Given that I am not on an active call

At any time be able to query incident via incident number, Officer name/number, Citizen name, location, or date/time and status. After opening and adding data use complete prompt.

Error check should be run and designated mandated fields should have entered data.

Complainant field, Victim field, Narrative field.

Status prompt should be entered as to the status of the incident, i.e. "Closed ready for approval" or "pending".

If "Closed ready for Approval" prompt is checked the incident is tagged as such.

If "Pending" prompt is check the incident is tagged as such.

Search for incidents by officer, date and time, location, involved parties, incident type	Find incidents

In order to Search for incidents by officer, date and time, location, involved parties, incident type as a police officer

On police screen have search prompt for incidents. Prompt screen should be searchable by incident number, Officer number, date and time of incident, location, involved citizens, incident types.

When located list of incidents matching search criteria listed.

Officer clicks on incident desired and has access to review, read and edit it.

Search mug shots by height/weight/race/eye/hair/age and a known suspect and arrange in set of 8	To generate photo lineup for investigations

In order to Search mug shots by height/weight/race/eye/hair/age and a known suspect and arrange in set of 8 as a police officer

On police screen have photo line-up prompt. Prompt screen should be searchable by height, weight, race, eye, hair, age. A list of similar mug shots should be generated and presented to the officer for review. Photos dragged into digital photo-line up template.

Search for desired suspect and drag into same digital photo-line up template.

Mark persons or locations as being possessors of weapons, drugs, biohazards	To ensure officer safety

or other threats that are visible to all users immediately upon accessing that location or person	

In order to Mark persons or locations as being possessors of weapons, drugs, biohazards or other threats that are visible to all users immediately upon accessing that location or person as a police officer

Data Input

When information is gathered that a citizen possesses weapons, drugs, biohazards or other threats.

Search for that citizen via search query (above). When citizen's file is accessed have alert prompt.

Prompt will ask for type of alert to be entered, i.e. weapons on person, prior drug activity, biohazards, other threats. Once appropriate prompt is entered a narrative field will be accessed for an officer narrative detailing the alert.

Once completed and entered alert is linked to the citizen.

Citizen query

Once citizen file is pulled there should notification on the file via alarm or animation, that citizen is linked to an alert.

Officer hover over notification revealing alert type.

Officer can click open which will open officer's narrative.

Automatically see a list of the last five contacts at a location or person that I access to include date, type of contact and persons role in that contact	To ensure officer safety and provide investigative context

In order to Automatically see a list of the last five contacts at a location or person that I access to include date, type of contact and persons role in that contact as a police officer

After querying a location the system should access last five entered contacts by date and type of contact.

The contacts should be listed either chronologically or alphabetically.

Once contact is selected incident can be opened from the link.

After querying a person the system should access last five entered contacts by date and type of contact.

The contacts should be listed either chronologically or alphabetically.

Once contact is selected incident can be opened from the link.

Manually search by person or location for a sortable, printable, exportable list of all incidents involving a person or location that displays the date, incident number, type of incident, and person's role in that incident	Aid in investigations

In order to Manually search by person or location for a sortable, printable, exportable list of all incidents involving a person or location that displays the date, incident number, type of incident, and person's role in that incident as a police officer

Query all existing data sources from one query form and return Driver License Status, Warrant Status, Conditions of Release, threats, last five incident involvements (Date/Location/Role/Type), conditions of release, most recent existing mug shot	Aid in investigations

In order to Query all existing data sources from one query form and return Driver License Status, Warrant Status, Conditions of Release, threats, last five incident involvements (Date/Location/Role/Type), conditions of release, most recent existing mug shot as a police officer

Flag a name or address with an alert	To enhance the safety and effectiveness of responses (i.e. weapons to haz mat to paperwork to be served)

In order to Flag a name or address with an alert as a police officer

1. View a citizen's mug shot and descriptors

If given complete or partial information such as Last name, First name, Nicknames/Aliases, partial spelling of last name etc., I should be able to type in such information where an automatic prompt will give me a list of possible citizens' names to choose from. After choosing a name, the query should show me all mug shots available and a physical description of that citizen.

2. Voice to read the dispatcher's narrative when there is a call for service or incident

When dispatch assigns an incident to me, an icon should appear on the "dispatched" screen. I should be able to press that icon and have a voice narrate what dispatch wrote while I'm driving.

3. A partial map of the incident location to appear

When "en route" to an incident and while "on scene", a partial map of the street and surrounding area of where I am responding to (not necessarily the incident location) should appear. The officer should be able to zoom in or zoom out as needed. The map should be visible for other officers to see in case a perimeter is needed.

4. Type in an address and see all prior activity that can be sorted by date/time, person, incident #, etc

When typing in an address or address range, the user should be able to start typing in the street address or street name, causing CAD to prompt a drop down box with a list of street names to choose from. Once an address is chosen, the user can search for all prior activity at that address. It should also include people who currently or used to live there. The activity should be able to be sorted by date/time, person's name, incident #, investigating officer, or incident type.

5. Dictate narratives for low level incidents

When an officer has completed their call but still looking at the “on scene” screen, the officer has the option of recording their narrative with a mic through the laptop. As the officer dictates the narrative, the words are typed onto the screen and in the incident narrative. This should allow officers to complete their reports timely and efficiently without having to twist their body to type in the cruiser and to keep officers from having to come back to the PD.

6. Run license plates, driver’s licenses, and warrant checks via the Department of Motor Vehicles computer directly through an interface

At any time, an officer should be able to run queries for a license plate, driver’s license, and warrant checks by typing in the information needed.

7. Download photos all at once and name them directly from the camera

When an officer is done taking photos on the digital camera, they should be able to download the photos directly from the camera as a batch into the incident. The officer should then be able to name each photo

8. Look up a person’s conditions of release, Probation and Parole conditions and their PO’s name, as well as TRO/FRO orders all on one screen

Under a citizen’s name should be relevant information pertaining to court orders such as conditions of release, probation/parole conditions and name of PO, and any TRO/FRO orders that need to be served or have been served.

9. Easier method of tagging and logging property (such as bar-coding) that will automatically populate data

Evidence tags that we use currently will be obsolete. Instead, officers will type in relevant information such as the owner/suspect’s name, address, phone number, incident #, item description, where found, whether it is evidence or found/inmate property, etc. in the computer. This information will be prompted depending on what the officer enters. For example, if an officer types in a description of “marijuana”, the next step will automatically prompt the user to choose between “evidence” or “destroy”. If the officer chooses “evidence”, it will prompt another window for the officer to type in other information.

After all information is entered (and the computer accepts it), there will be a machine that will print out a bar code sticker. The sticker is then placed on the item. The officer will secure the item appropriately. When ID is ready to take custody of the item, they scan the barcode and all the information populates. Each time the bar code is scanned, the date and time is automatically entered and can not be overridden.

10. Move a cursor over a photo file and have a small preview of that photo

While looking at an incident screen, the officer should be able to move the cursor over a photo file and have a thumbnail of that photo appear. This will allow an officer to look at multiple photos quickly without having to open and close each one.

11. Enter data once and have it populate other fields automatically

When entering data, data should only have to be entered once and automatically populate other fields. For example, an officer would need to only enter citizen “John Doe” once per incident. After that, the officer would only need to choose his name to associate him as the owner of property or whatever the case may be.

12. Search for people by physical description (sex, race, height, weight, tattoos, hair color, etc.)

If a citizen is only able to provide a description of a suspect, the officer should be able to type in the physical description and be automatically provided with a list of citizens already in the system that matches the description.

13. Information entered into AFIS (tattoos, employers, etc.) to populate in the new system

After a citizen goes through the AFIS process and all biographical information has been entered, the bio info should tie into CAD and automatically update. For example, sometimes officers will forget to ask about employer information, but is prompted to ask a citizen when using AFIS.

14. Search a vehicle by license plate, make, model, etc.

Given a license plate, VIN, make, model, or color of a vehicle, an officer should be able to type in a piece of information and search for vehicles.

15. The screen to display different modes such as response mode versus at scene mode

Different screens will appear for the different level of responses to an incident. Three different screens will exist; dispatch mode, responding mode, and at scene mode.

16. View/listen to a file without “locking it”

When an incident is open, an officer should be able to open a file (photo, audio, etc.) and others should be able to view the same file at the same time if needed.

17. View several windows at one time

As an officer conducting an investigation or query, the ability to view several windows/screens at one time is needed. For example, if an officer views Joe Smith’s activity and sees he was involved in a drug offense in November, the officer should be able to view that particular incident while Joe Smith's activity window is still open. Now let's say the officer is viewing the drug incident and sees that Jane Smith is involved. The officer should be able to look at Jane Smith's information without having to close the other windows.

18. See new calls sent to me clearly visible and with audible alert

As most new calls will be sent to me while already in the cruiser, all three screen modes should be easy to view. When dispatched to a new call, an audible alert will sound and the screen shall contain the address I am responding to, the nature of the call, the dispatch narrative, etc. The screen will have all pertinent information on one screen so the officer does not have to go back and forth to search for specific information they might be looking for.

19. Research records and run queries in the field OR show this detail by hovering while responding to an active call

Given that an officer is in the field, the officer should be able to conduct research such as a citizen's prior involvements, vehicles registered to them, their description and mug shot, etc. The officer shall be able to run DMV queries as well as check for conditions of release, probation/parole status, etc.

If the officer is responding to call, certain information should be visible simply by hovering over a citizen's name, the address, etc. For example, an officer responding to a noise complaint at 123 King Street should be able to hover over that address and view the last five involvements BPD has had at that address.

Dispatched Call

Incident #, Location, Call type, Dispatch narratives, Subjects entered and searched by Dispatched

SUPERVISORS

RESPONSIBILITY (ACTIVITY FROM GENERAL SCOPE)	CONDITIONS	ACTIVITIES	RESULTS
*Find an **Incident** by LName, FName, DOB, Location, Date/Time Range, Incident Type, Officer **sample***	*Given a small piece of information about an incident*	*I should be able to query the database*	*The query should return a list of incidents that match the query criteria*
View completed incidents	When my direct report personnel paperwork is flagged ready for approval (direct reports must be scalable depending on agency and defined parameters)	I should be able to automatically be notified on dashboard what incidents are ready	I can approve them
Search relevant incidents quickly	So when activity is flagged as being worthy of dissemination	It will be an automatically generated report for supervisory use	I can get the information I need for roll call
Search relevant incidents quickly	By any number of given criteria, i.e. beat, ofc, activity/incident type, etc.	To create a view	I can get the information I need for roll call ** possibly a canned roll call report
Review as few screens as possible	While viewing the incidents for approval	I should be able to see all information in as few screens as possible, but preferably in a report format with an approved or disapproved button/option at the end	Approve incidents quickly and automatically notify the reporting officer of any deficiencies

Review as few screens as possible	That I have multiple incidents for approval	When I approve or disapprove one, it disappears and the next one for approval appears next on the screen	Approve incidents quickly and automatically notify the reporting officer of any deficiencies
Access incidents	For any incident ready for approval or not	If information needs to be added	So I can add information to them
See fewer people have the ability to edit incident content	Employees not supervisors	Cannot approve their own or others incidents	So the system can be more secure and there is enhanced accountability
Provide feedback on a report to officers	The report is incomplete	That communication can occur between officer and supervisor, utilizing a comment field or messaging tool separate from being part of the discoverable incident	So it can be modified by the officer and resubmitted for approval
Query the system so that I can get accurate reports of incidents by location, type, officer, etc.	Any piece of information about an incident	To produce accurate reports	So I can get relevant data to make decisions
See calls that are pending dispatch	Where ever I am	View pending and active calls for service	Enable me to help set priorities
Be able to over-ride the prioritization of officer's paperwork queue	That an particular incident needs immediate attention	The officer will know the priority has changed	As stated
Flag or see flagged hot spot locations	Any different parameters i.e. citywide, area,	I should be able to query the database	Direct resources appropriately

	radius	and view or print a graphical depiction of events	
Search for or see displayed reports submitted for approval	Redundant		Approve reports by officers
Be notified of reports that are ready for approval	See first story		Enable me not to have to search for them
Be notified of reports that are overdue for submission	When my direct report personnel paperwork is flagged as pending but overdue based on variable parameters (direct reports must be scalable depending on agency and defined parameters)	I should be able to automatically be notified on dashboard what incidents are overdue	Enable me not to have to search for them / they are not forgotten
Ensure that unauthorized staff cannot approve, review, or modify reports	Redundant		Enable better security
Message officers from the system securely	A need to communicate between supervisor and officer	We need to have a secure message system in the RMS so we don't have to switch between applications	Enable quick communication
See the status of officers or incidents instantly	Redundant		Supervise the shift
Inquire about all incidents by the team or barracks	Redundant		Streamline the query process

of officers assigned			
Know when follow-up reports are due or set update parameters	Based upon agency parameters by incident type, role, department, etc	View or print listing	Enable enhanced supervision of particular incidents
Run reports about officer specific and team and department-wide activity	Given the need to retrieve data for performance evals	Print or view comparative analysis between officer, officer's, department, etc. Similar to comparing online product comparisons	Create better statistics and performance measures
Be able to flag work as exceptional work and/or award worthy	As stated	Similar to a roll call check box that only a supervisor can check	Enable better recognition of staff
Access virtual phone lists from the system???	A single point of entry search a virtual phone list	Typing a partial word and be given a gradually narrowing list of matches.	Better work flow

C. DATA TABLES

The following describes BPD's basic perspective on the data entities to be tracked, and are provided as background information. Some additional data fields may be required as project development proceeds.

IN ADDITION TO THE GENERAL OPERATIONAL DATA FIELDS NOTED BELOW, ALL FIELDS OF DATA REQUIRED BY THE NATIONAL INCIDENT BASED REPORTING SYSTEM (NIBRS) ARE REQUIRED, AS IS THE ABILITY TO CREATE A MONTHLY NIBRS REPORT, IN NIBRS COMPLIANT FORMAT, OF EVENTS FOR SUBMISSION TO THE STATE OF VERMONT AND THE FBI.

Transaction

Incident #, Date & Time, Officer (Primary)
Officer(s)(Secondary) / Supervisor
Incident Type (drives scope of data entry and IBR entry based on code) & Sub-Type (option for tracking internally)
UPDATED 5-25-10

People (Complainant, Victim, Witness, Person of Interest, Suspect, ?Relative) / Business(es)
Lname / Fname / Mname
DOB / POB
Ht / Wt / Build
Eyes / Hair / SMT / Alias(es)
Address – S#, Street, City, State, Zip (*inc address histories of all entered addresses)*
PH1 / PH2 / PH3 (*log multiples and historic numbers)*
DL# / E-mail address
Last four of SS#
Employer / Address / Dates employed

Injury / Hospitalized Y-N
Statement Type (Verb/Writ/Aud/Vid)
Alcohol Y-N / Drugs Y-N / Armed Y-N
Weapon Type / Description
Clothing Description

Arrest
Arrest Type (Cit/Arrg/Lodging)
Citation Date / Court Date
Arrest location
Subject Resisted Y-N / Armed Y-N
Weapon type / description

?Response to resistance (force)? (pull down)?
Suspect using alcohol Y-N
Suspect using drugs Y-N
Suspect using computer Y-N

Vehicle(s)
Plate # / Plate State / VIN #
Make / Model / Color (Primary & Secondary)
Ident. Charac. & Desc
Status (Impound/Stolen/Vand/Suspect/Recov)

Property
Status (Stolen/Recovered/Vandalized/Evidence/Damaged)
Quantity / Unit of Meas / Type (*Stolen, Recovered, Counterfeit, Forged, etc = pull down)*
Make / Model / Desc / Ser #
Distinguishing Marks

Tag # (if applicable) / Date&Time Tagged / Tag By
Current Disposition (Found / Evid / Destroy / Inmate = also track hx of dispo and who changed)
Location Found / Owner
Chain of Custody = From – To – Date – Time – Location stored = (*keeps hx as changed = auto date & time stamp)*
Lab request (type requested)
Lab report received Y-N (*attachment allowed for rpt)*

NCIC NIC # / MRI # / Date for teletype tracking

Warning / Ticket / Trespass Warning
Type (Warn / Traffic / Municipal)
Violation Date & Time / Viol Location
Violation (Desc / Title-Statute / IBR Code)

For traffic stops
Stop Based on
(Operator Race)
Search Based on
Search outcome
Disposition of Stop (Warning, Ticket, Arrest, Warrant)

Trespass Notification Y-N
(Residence / Business / Bar / Other ____)
In effect until (Date)

Accident Y-N / Fatality Y-N / Comm Veh Y-N

Haz Mat Y-N
Violation Code / Points / Waiver Fine / Fine Range
Date Served / By (Hand / Mail)
Officer / Dept & Dept Code (Auto-pop)

Incident/Case – SEE ATTACHMENT
+
Reviewed by, Review level (or lock)

Log Entry (CAD – Dispatch & Officer Dash
Unit-Officer / Location / Status (pulldown)
Date & Time (auto-pop)
Narrative
+
Broadcast Log Entry (*check box in log entry*) – goes to cars like a chat message

Animal Impound??
Date & Time / By / License #
Disposition (released / impound / other)

Alerts
Alerts by type (person, location, vehicle) with visual flag that an alert exists and a link to see the detail
Alerts for prior recent calls to an address upon dispatch – populate list that can be drilled into

Attachments
Must be able to handle any file type (image, video, text, audio, etc)

Functional Notes:
Audit - Track record views and modifications by user login
Attach files to: Incidents/Cases, People, Property
Chat /Messaging – Unit to Unit to Dispatch to Many (logged)

ALL events must be GEO-verified

Lookup

Case (IBR Codes)

Victim Type (auto-pop if possible)
Victim – Offender Relationship
Burglary – Larceny Codes
Aggravated Assault Codes
Weapon Type
Homicide Codes

Officer / Employee Setup

Lname, Fname, MI / Badge # / Unit # (other agencies)
Shift Assignment / Area Assignment
Supervisor (change by date & keep historical)
On Duty / Off Duty
Unit-Officer Status (multiple options)
Special Skills (SexAss1stResponder, SIMS, Grenadier, etc)
(Auto-pop dispatch info w/user name)

D. TYPE OF USERS

The following describes BPD's perspective on the user types to be tracked, and are provided as background information.

USER TYPES

1. Dispatch
2. Officer
3. Supervisor
4. Records Clerk
5. Crime Scene / Property

GROUPS

1. Area Team (by Area Assignment Geography)
2. Shift Teams (by Work Schedule/team)
3. Dispatchers
4. Crime Scene / Property Unit
5. Officers
    a. Patrol
    b. Detectives
    c. Street Crimes
6. Supervisors
    a. Sergeants
    b. Lieutenants
7. Administration

E. USER INTERFACE

The following describes BPD's perspective on views into the system, and are provided as background information.

INITIAL DISPATCH CALL SCREEN IN VEHICLES pop-up should include (at a minimum):

1. Call Location, Call Type, Units Dispatched,
2. Date & Time, Narrative, Alerts, MAP interface
3. Ability for officers to click to arrive on scene, change status or location (on follow-up etc), clear the call

INITIAL CAD-RMS DASHBOARD CONCEPT:

Computer Aided Dispatch & Records Management Dashboard (Employee Name & Number) - (Date & Time)					
New Call Entry	***+ New Call Entry (multiple callers and narratives allowed)***				
	Location	Caller Lname	Caller Fname	Caller Phone	Unit(s)
Call/Unit Status	Call Narrative				
SEARCH	***+ Log Entry o General o Broadcast***				
	Unit (if applies)	Call # (if applies)	Location	Entry/Info	
Log/Broadcast Entry					
	+ Search				
Pending Work	Call #	Location(or partial)	Name	Date & Time Range	
Property Functions	***+ Property Search or Entry***				
	Tag #	Owner's Name	Call #	Date & Time	NEW Entry
On / Off Shift Units	Type of Property	Disposition			
Unit Status Change	***Unit Status Change***				
	Unit	Status	Location	Note	
+ Call & Unit Status Window					
Location	Call Type	Unit #(s)	Time on Call	Assignment	Car / Radio #
+ Pending Work Queue					
Date & Time	Call #	Call Type	Location	Status	Notes

F. REPORTS & DATA ANALYSIS

The following describes BPD's perspective on report categories, and are provided as background information.

REPORTS (Displaying and Getting Data Out) General Categories:

a. Roll Call Specific events
b. By Incident Type(s)
c. By Date/Time Ranges
d. By Officer(s) and officer activity
e. By Team(s) and team activity with sub categories of officers
f. By any combination of these categories

Additionally, any and all data in the system shall be accessible in screen, print, and graphical output form utilizing as many or as few data fields to sort, and display as the user desires. Essentially all data should be accessible to be compiled into flexible reports, in an infinite number of formats and designs, adhering to contemporary data standards.

Once created, reports should be easy to replicate, able to be automated and sent to printers and/or e-mail or files, and intuitive to manage.

ATTACHMENT 3 – ACKNOWLEDGEMENT OF RFP TERMS AND CONDITIONS

HOW TO RESPOND TO THIS ATTACHMENT

By submitting a Response, the Respondent, on behalf of itself and its Affiliates, Partners, Subcontractors acknowledges and agrees that:

1. RESPONDENT AUTHORIZATION: The signatories are authorized by the Respondent to make representations for the Respondent and to obligate the Respondent to perform the commitments contained in its Response.

2. RESPONDENT SELECTION: Based on Responses received to this Request for Proposals ("RFP"), it is the intent of the Chief of Police (also referred to as "COP') to select the highest scoring and most responsive Respondent for contract negotiations. This RFP does not in any way limit the City's right to solicit contracts for similar or identical services if, in the City's sole and absolute discretion, it determines Responses received are inadequate to satisfy its needs.

3. CONTRACT NEGOTIATIONS: If a satisfactory contract cannot be negotiated in a reasonable time or for a reasonable price with the selected Respondent, then the COP's Office, in its sole discretion, may terminate negotiations and begin contract negotiations with next highest scoring Respondents. The selection of any Respondent for contract negotiations shall not imply acceptance by the City of all terms of the Response, which may be subject to further negotiation and approvals before the City may be legally bound thereby.

4. NO GUARANTEE OF WORK OR COMPENSATION: There is no guarantee of a minimal amount of work or compensation for any of the Respondents selected for contract negotiations.

5. COMPLIANCE WITH LAWS AND REGULATIONS: Respondent must comply with all applicable State, Federal, and local laws. In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this Response prior to their delivery, it shall be the responsibility of the successful Respondent to notify the City at once, indicating in their letter the specific regulation which required such alterations. The City reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

6. STAFFING: The key individuals listed and identified in the Response will be performing the work and will not be substituted with other personnel or reassigned to another project by the Respondent/Contractor without the City's prior approval or request. The City, in its sole discretion, shall have the right to review and approve all staff assigned to provide services throughout the duration of the contracts negotiated under this RFP. Such approval by the City will not be unreasonably withheld. If selected for interviews, the Respondent's key individuals, including partner/subcontractor representatives, will be required to meet with the City prior to selection for contract negotiations.

7. CITY'S APPROVAL RIGHTS OVER SUBCONTRACTORS AND SUBCONTRACTOR PAYMENTS: The City has approval rights over the use of all subcontractors. Respondents must identify all subcontractors in their Response and these subcontractors must conform to all City policies regarding subcontractors. Furthermore, each Respondent understands, acknowledges, and agrees that if it subcontracts with a third party for services, the Respondent accepts responsibility for full and prompt payment to the third

party. Any dispute between the Respondent and the third party, including any payment dispute, will be promptly remedied by the Respondent. Failure to promptly remedy or to make prompt payment to a third party (subcontractor) may result in the withholding of funds from the Respondent by the City.

8. CITY RESOURCES: The City will arrange for Contractor's access to equipment and data as deemed appropriate by the City.

9. ADMINISTRATIVE REQUIREMENTS:
Respondent must fulfill the City's administrative requirements for doing business with the City prior to contract award. Fulfillment is defined as completion, submission and approval by applicable City agencies of the forms and requirements referenced in RFP.

10. THE CITY'S TERMS AND CONDITIONS:
Respondent is willing and able to meet all of the City's terms and conditions as stated in the City's RFP and RFP Attachment 5. Respondents wishing to negotiate modification of other terms and conditions must attach a copy of the City's RFP referring to the specific portion of the RFP to be changed, and show proposed changes (deleted sections with a strikeover and added sections in boldface type). The City's selection of any Respondent who proposes changes to the City's terms as stated in the RFP shall not be deemed as acceptance of the Respondent's proposed changes.

11. TERM OF COST AND WORK EFFORT ESTIMATE: Submission of a Response signifies that the proposed services and prices are valid for the full possible term of the contract awarded under this RFP and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

The City may award contract(s), based on Responses received without discussion. A Respondent's initial cost and work effort estimate should, therefore, be based on the most favorable terms available. The City reserves the right to accept other than the lowest price offer and reject all Responses that are not responsive to this RFP.

12. RELEASE OF LIABILITY: The Respondent hereby releases all individuals, entities and firms from all claims and losses that may arise from said individuals, entities or firms providing information, comments, or conclusions to inquiries that the City of Burlington may make regarding the qualifications of any individual or firm seeking to be selected as a contractor or subcontractor in connection with this RFP. This release is freely given and will be applicable whether or not the responses by said individuals, entities or firms are accurate or not, or made willfully or negligently.

13. FINANCIAL RESPONSIBILITY FOR RESPONSE COSTS: The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Responses will become the property of the City and may be used by the City in any way deemed appropriate.

14. CONTRACT TIMELINE: Actual contract periods may vary, depending upon service and project needs. Any Respondent selected for a contract must be available to commence work no later than the estimated start date stated in the RFP. It will be the responsibility of any Respondent selected for contract negotiations to disclose, before negotiations commence, any limitations that may impact its ability to complete work in accordance with anticipated deliverables and timelines.

15. OBJECTIONS TO RFP TERMS: Should a Respondent object on any ground to any provision or legal requirement set forth in this RFP, the Respondent must, not more than ten (10) calendar days after the RFP is issued, provide written notice to the COP's Office setting forth with specificity the grounds for the objection. The failure of a Respondent to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

16. EXCEPTIONS TO THIS RFP: All information requested in this RFP must be supplied. Respondents may clearly identify any exceptions to the RFP in this section and must provide a written explanation to include the scope of the exceptions, the ramifications of the exceptions for the City, and the description of the advantages or disadvantages to the City as a result of exceptions. The City, in its sole discretion, may reject any exceptions or specifications within the Response. Respondents may also provide supplemental information, if necessary, to assist the City in analyzing Responses.

17. ERRORS AND OMISSIONS IN RFP: Respondents are responsible for reviewing all portions of this RFP. Respondents are to promptly notify the COP's Office, in writing, if the Respondent discovers any ambiguity, discrepancy, omission or other error in the RFP. Any such notification should be directed to the COP's Office promptly after discovery, but in no event later than five (5) working days prior to the date for receipt of Responses. Modifications and clarifications will be made by addenda as provided below.

18. INQUIRIES AND COMMUNICATIONS REGARDING RFP: Inquiries regarding the RFP and all communications including notifications related to, exceptions or objections to, or of an intent to request written modification or clarification of, the RFP must be directed by mail or e-mail (fax is not acceptable) to:

Burlington Police Department
City of Burlington, Vermont
Ms. Lise Veronneau, Business Administrator
One North Avenue
Burlington, VT 05401

e-mail: lveronneau@bpdvt.org

19. CHANGE NOTICES: The COP's Office may modify the RFP, prior to the Response due date, by issuing written addenda. Addenda will be posted on the 'RFP' section of the City's website at: http://www.bpdvt.org/. The COP's Office will make reasonable efforts to post notification of modifications in a timely manner. Notwithstanding this provision, the Respondent shall be responsible for ensuring that its Response reflects any and all addenda issued by the COP's Office prior to the Response due date regardless of when the Response is submitted. Therefore, the City recommends that the Respondent call the Police Office or check the Police Office website before submitting its Response to determine if the Respondent is aware of all addenda.

20. REVISION OF RESPONSE: Respondent may revise a Response on the Respondent's own initiative at any time before the deadline for Responses. The Respondent must submit the revised Response in the same manner as the original. A revised Response must be received on or before the Response due date.

21. CONFLICTS OF INTEREST: By submission of this proposal, the Proposer certifies that no employee or official of Burlington is employed by the proposer or has an ownership interest in the firm submitting this proposal or any subcontractor. In addition, the proposer certifies that it has not engaged the services of any third party to influence this procurement in any way.

NOTE: If the answer to the above is “yes,” the proposer is required to supply further information as to the nature of the ownership interest, employment or role of the third party.

The successful Respondent will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest. The successful Respondent will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful Respondent might be deemed contractors under state and local conflict of interest laws. If so, such individuals will be required to submit information we require for independent contractors, to the City within ten (10) calendar days of the City notifying the successful Respondent that the City has selected the Respondent.

RESPONDENTS are strongly advised to consult with their legal counsel regarding their eligibility to submit a RESPONSE for this RFP or subsequent RFPs.

22. PUBLIC RECORDS: Due regard will be given for the protection of proprietary information contained in all proposals received; however, vendors should be aware that all materials associated with this procurement are subject to the terms of the Vermont Access to Public Records Act (1 V.S.A. Chapter 5, Subchapter 3) and all rules, regulations and interpretations resulting from, and any other applicable rules, regulations or judicial decisions regarding access to the records of government. Contracts, contractors’ bids, responses to solicitations and all other records of communications between City and persons or firms seeking contracts, shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person or organization’s net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request. Respondent understands that any writing presented under this RFP may be subject to public disclosure.

It will not be sufficient for vendors to merely state generally that the proposal is proprietary in nature and not therefore subject to release to third parties. Those particular pages or sections which a vendor believes to be proprietary and of a trade secret nature must be specifically identified as such and must be separated from other sections or pages of their proposal. Convincing explanation and rationale sufficient to justify each exemption from release consistent with Section 316 of Title I of the Vermont Statutes Annotated must accompany the proposal. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the vendor that would result if the material were to be released and the reasons why the materials are legally exempt from release pursuant to the above cited statute. Between a vendor and the City, the final administrative authority to release or exempt any or all material so identified, rests with the City. **All such materials should be submitted in a separate sealed envelope and marked “CONFIDENTIAL”.**

23. RESERVATIONS OF RIGHTS BY THE CITY: The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

- Waive or correct any defect or informality in any Response, response, or response procedure;
- Reject any or all Responses;
- Reissue a Request for Qualifications or Request for Responses;
- Prior to submission deadline for Responses, modify all or any portion of the selection procedures, including deadlines for accepting Responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the Responses;
- Procure any materials, equipment or services specified in this RFP by any other means; or
- Determine that no contract will be pursued.

24. NO WAIVER: No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a Respondent to observe any provision of this RFP. Failure by the Department to object to an error, omission or deviation in the Response in no way will modify the RFP or excuse the Respondent from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

25. CERTIFICATION: Each Respondent hereby certifies that it has carefully examined this RFP and documents attached hereto for terms, conditions, specifications, covenants, requirements, services, etc.; and the Respondent certifies that it understands the services requested, that the Respondent has knowledge and expertise to provide the proposed services submitted for consideration, and that its Response is based upon the terms, conditions, specifications, services, and requirements of this RFP and attachments. By its signature on this Attachment, the Respondent certifies that its Response is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a Response for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all Responses for the purchase will result from free, open and competitive proposing among all vendors, in compliance with the City's laws.

26. ACCEPTANCE: Submission of a Response indicates a Respondent's acceptance of the terms and conditions contained in this RFP unless clearly and specifically noted otherwise in the Response. The City may discontinue its selection, contract negotiations, or contract award processes with any Respondent if it is determined that the Respondent has not accepted the RFP terms and conditions contained herein.

Each Respondent, as part of its Response, must submit this document signed by a representative(s) authorized by the Respondent to make representations for the Respondent and to obligate the Respondent to perform the commitments contained in its Response.

The undersigned certifies under penalties of perjury that this proposal is in all respects bona fide, fair and made without collusion of fraud with any other person. As used in this section the word "person"

shall mean any natural person, joint venture, partnership, corporation, or other business ore legal entity.

Acknowledged and Agreed:

______________________________	______________________________
Signature	Signature
______________________________	______________________________
Printed Name	Printed Name
______________________________	______________________________
Title	Title
______________________________	______________________________
Firm Name	Firm Name
______________________________	______________________________
City, State	City, State
______________________________	______________________________
Phone Number	Phone Number
______________________________	______________________________
Date	Date

______________________________	______________________________
Signature	Signature
______________________________	______________________________
Printed Name	Printed Name
______________________________	______________________________
Title	Title
______________________________	______________________________
Firm Name	Firm Name
______________________________	______________________________
City, State	City, State
______________________________	______________________________
Phone Number	Phone Number
______________________________	______________________________
Date	Date

On this _________ day of ______________ 2010, before me personally appeared

To me personally known to me to be the same person(s) described in and who executed the within instrument, and he duly acknowledge to me that he executed the same.

In Witness Thereof, I have set my hand and official seal ________________________________
Notary Pubic
Expiration Date:

ATTACHMENT 4 – CITY'S ADMINISTRATIVE REQUIREMENTS

- The City can only do business with Contractors that have fulfilled the City's requirements.
- The City highly recommends that Respondents at the time of the response submission fulfill the administrative requirements for doing business with the City.
- Fulfillment of the City's administrative requirements is defined as approval by Office of Clerk/Treasurer of the completed attached Vendor Profile Application form, a completed and signed I.R.S. W-9 form; and a copy of required certificates of insurance.
- To help us help you, please include this information with the bid proposal.

HOW TO RESPOND TO THIS ATTACHMENT

Completion and submission of the vendor requirements outlined in bullet point 3 above is recommended but not required to prevent delays to the overall project timeline. The City cannot do business with any vendor that by contract award, fails to meet all requirements. Even if your firm is selected for contract negotiations and completes the scope of work portion of negotiations, the City cannot execute a contract and begin work if there are outstanding compliance requirements such as the City's Livable Wage ordinance or the City's insurance requirements. We attempt to prevent those types of delays by providing as much advance notice of vendor requirements as possible.

A. **IRS Form W-9** – Establishes federal and state tax status
Form available at: http://www.irs.gov/pub/irs-pdf/fw9.pdf

B. **INSURANCE**

Fulfillment of the City's insurance requirements is **not required as part of your proposal/response**. However, fulfillment prior to contract award is required. The City is self-insured, so it will need to be added to a contractor's General Liability and Auto Liability policies as an additional insured. The City needs a formal endorsement showing that the primary insured's policies have been amended to specifically add "the City of Burlington, its officers, agents and employees" as an additional insured. The General and Auto Liability policy number(s) should appear on the endorsement. Additional insurance requirements well be defined in the Service Agreement with the Selected Vendor.

C. **LIVABLE WAGE ORDINANCE –** Defined Contract Provisions Section of the RFP.

CONTACT

Contact Lise Veronneau, Business Administrator, lveronneau@bpdvt.org or at (802) 540-2153 for information and assistance on meeting these requirements.

Vendor Profile Application
(Establishes basic vendor information)

Date: ___________________________

1. Vendor Information

Vendor Name: ____

Website: ____

Primary Contact Name: ____

Contact's Title: ____

Phone Number: ____

Toll Free Number: ____

Fax Number: ____

Email Address: ____

2. Vendor Business Address(es)

General Business Address (Street/City/State/ZIP) _______________________________

____

Bid Address (if different from General) ____

____

Purchase Order Address (if different)____

____

Payment/Remittance Address (if different) _______________________________________

____

3. Vendor Commodity and Service Codes: ______________________________
(example: 9720-09)

4. Please attach a complete & signed IRS W-9 form.

5. Attach copies of certificates of insurance.

6. Is any employee or employee family member of the Bank's Government Banking Group also a current or former City employee? (Circle One)

No

Yes: Please specify:

____.

8. Completing and Returning Application

Name of Person Completing Form:____

Title: ____

Handwritten Signature: ____

Date: ____

Return completed Application to:
Lise Veronneau, Business Administrator
Re: Vendor Profile Application
City of Burlington POLICE Department
1 North Avenue
Burlington, VT 05401

ATTACHMENT 5 – CITY'S RFP TERMS AND CONDITIONS

Respondents, if selected for contract negotiations, will be required to enter into such contract(s) substantially in the form of the Burlington Standard Professional Services Agreement. The Professional Service Agreement will include, amongst others, the terms , rights, and conditions as written in the RFP. Requested below is your firm's signature that it accepts all of the terms, rights, and conditions as written in the RFP.

HOW TO RESPOND TO THIS ATTACHMENT

1. **Respondents that do not submit proposed changes will be assumed to accept all of the City's terms and conditions and <u>shall submit a statement to that effect, in lieu of submitting proposed changes as part of the "Original" of your response</u>** (your other response copies do not need to include this statement).

Statement Attached	Yes	☐	If Yes, attach statement. Response to #2 below is "No."
	No	☐	If No, response to #2 below is "Yes."

2. **Respondents wishing to negotiate modification of other terms and conditions must attach a copy of the City's RFP referring to the specific portion of the RFP to be changed, and show proposed changes (deleted sections with a strikeover and added sections in boldface type)**. The proposed changes need to be included in the "Original" of your response (your other response copies do not need to include this Attachment).

Modifications Attached	Yes	☐	If Yes, attach modifications.
	No	☐	If No, response to #1 above is "Yes" and statement is attached.

The City's selection of any Respondent who proposes changes to the City's RFP terms shall not be deemed as acceptance of the Respondent's proposed changes.

If selected for contract negotiations, failure to timely execute the contract(s), or to furnish any and all certificates, bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Respondents are urged to pay special attention to the requirements of applicable conflict of interest laws, Federal and State statutes, rules and regulations prohibiting discrimination, and the City's Livable Wage Ordinance.

City of Burlington
Office of Chief Administrative Officer
City Hall
149 Church Street
Burlington, Vermont 05401

IN WITNESS WHEREOF, the parties hereto have reviewed and agreed to the terms and conditions of this RFP on the day first mentioned above.

CITY

Recommended by:

____
Jonathan P.A. Leopold
Chief Administrative Officer
Clerk & Treasurer's Office

Approved by:

____
Ken Schatz, City Attorney

CONTRACTOR

[company name - TBD]

By signing this Agreement, I certify that I comply with the requirements of the Livable Wage Ordinance, which entitle employees to certain minimum hourly wages and compensated and uncompensated time off.

____
[name of authorized representative - TBD]
[title - TBD]
[optional: address - TBD]
[optional: city, state, zip – TBD]