REQUEST FOR PROPOSAL FOR A COMPUTER-AIDED DISPATCH RECORDS MANAGEMENT SYSTEM AND JAIL MANAGEMENT SYSTEM FOR THE

TETON COUNTY SHERIFF'S OFFICE AND JACKSON POLICE DEPARTMENT JACKSON, WYOMING

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1. INTRODUCTION

Purpose and Objectives

The Teton County Sheriff's Office and Jackson Police Department desire to acquire a Microsoft Windows™ based public safety software system for the purpose of replacing their current CAD, mobile, records management and jail management solutions. Key to this procurement is obtaining one fully integrated solution from a single vendor and the successful conversion and importing of legacy data.

1.1 Background

The Teton County Sheriff's Office services a population of approximately 20,000 people. The Teton County Sheriff's Office has a full-time employee average of 25 sworn Officers, 22 Detention Officers, 12 Communications Technicians and 14 administrative and professional employees.

The Jackson Police Department provides service for the Town of Jackson, population 9,000. The Jackson Police Department is comprised of 23 sworn Police Officers and 5 non-sworn positions including: 1 administrative employee, 3 Community Service Officers and 1 Evidence Technician.

The Communications Division is the PSAP for all of Teton County. The Communications Division also takes calls and dispatches for the Jackson Police Department, Jackson Hole Fire/EMS, Teton County Search and Rescue, National Elk Refuge, Grand Teton National Park (after hours in the off season) and has regular contact with numerous other agencies. There are 2-4 dispatchers on duty at all times.

Further information is available at www.tetonsheriff.org and www.jacksonholepolice.com.

The Teton County Sheriff's Office and Jackson Police Department are currently using CAD/RMS software purchased in 1999. The Teton County Sheriff's Office recently began an analysis of our current CAD/RMS/JMS system, which was found to be lacking in numerous areas. No substantial changes have been made to the software by the vendor since the date of our purchase. Conversely, during that same time period, the technology of the industry has advanced by leaps and bounds. This has left our department behind the times and resulted in a negative impact on public safety.

The primary reasons that we have identified for replacing the system at this time include support limitations, security holes, compatibility issues, high support contract costs, inadequacies resulting in the need to purchase additional equipment to allow for functionality, unnecessary workload demands (across departments), lack of available modules, and problematic integration with modules provided by outside vendors.

Additionally, we have identified secondary problems and deficiencies in the following areas: uniform crime reports (UCR), general report and search functions, crime analysis, mapping (automatic vehicle location (AVL), crime analysis, event interface), spell check, duplication of entry, intermittent evidence location, mobile integration, limited permissions, efficiency (short collision form, researching persons and vehicles, associated records, property management), addressing (adding, scrolling), responsible information input, fire move-ups, state and federal crime database (NLETS/NCIC) integration and functionality, call processing equipment (CPE) interface, and included modules.

1.2 Bid Process

The Teton County Sheriff's Office and Jackson Police Department will conduct the selection and contract award process in the following manner:

1) This document will be distributed to all bidders who request it.

2) Bidders will prepare responses to the RFP. Bidders may submit questions about the RFP to the contact person listed below.

3) The proposals will be received and evaluated as described in this RFP. If deemed necessary, the Teton County Sheriff's Office and Jackson Police Department will ask one or more selected bidders questions about their proposals, either in writing or by oral presentation. Demonstrations of the system at a Teton County Sheriff's Office - Jackson Police Department location or through online methods may be requested.

4) A selected bidder will be chosen for contract negotiations.

1.3 Schedule of Events

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the RFP to the contract award:

Milestone Event	Date
1. RFP Issuance	December 15th, 2010
2. Questions about RFP due	December 27th, 2010
3. Proposal due date	January 10th, 2011
4. Proposal Evaluation complete	January 31st, 2011
5. Contract Signed	February 15th, 2011
6. Hardware/Software installation	February 16th, 2011–March 25th, 2011
7. Conversion/Importing of existing data	TBD
8. Training	April 11th, 2011-May 6th, 2011
9. Implementation completed	May 13th, 2011

1.4 Contact

The Teton County Sheriff's Office and Jackson Police Department have designated Shawn Stephens, Manager of Information Technology, to be the department contact person for questions related to this procurement. Mr. Stephens may be contacted at:

PO Box 1885, Jackson, WY. 83001
307 733-4052
sstephens@tetonsheriff.org

No other agency personnel within the Teton County Sheriff's Office or Jackson Police Department are to be contacted. Doing so may disqualify the vendor from further participation in the bid process.

1.5 Bid Submittal Instructions

Bidders are to submit 4 copies of their proposal on or before 4:00 PM MST on January 10th, 2011to:

CAD/RMS/JMS Proposals
Shawn Stephens
Teton County Sheriff's Office
180 S. King Street
PO Box 1885
Jackson, WY. 83001

In addition to the sealed copies of their proposal, an electronic copy must be sent to: sstephens@tetonsheriff.org

Electronic submissions will not be accepted in lieu of the hard copy proposals.

It will be the sole responsibility of the bidders to have their bids delivered to the Teton County Sheriff's Office before the closing hour and date. Late bids will not be considered and will be returned unopened to the sender.

All bids must be valid for a period of 90 days after bid opening. Bids must address all RFP requirements. This RFP is for a complete turnkey system including software, installation, training, and software maintenance, support and updates for the first year. Partial or incomplete proposals will be rejected. Computer equipment required for the system is to be specified in detail by the bidder but will be procured as needed directly by the Teton County Sheriff's Office and Jackson Police Department.

2. TERMS AND CONDITIONS

2.1 Proposal Format

It is the intent of the Teton County Sheriff's Office and Jackson Police Department to solicit proposals that are complete yet concise, descriptive yet brief. To enable the evaluation committee to fairly evaluate each bid, proposers shall utilize the following proposal format:

1.0 Introduction
The bidder shall provide a brief background of the company, its approach to installation of systems of this kind, company references, and identify any unique or distinctive features of their system that the bidder wishes to be given particular attention by the evaluation committee.

2.0 Response to Terms and Conditions
The bidder shall indicate its agreement to the specified terms and conditions.

3.0 System Description
The bidder shall include the completed software specification forms provided in Section 3 of this RFP. Additional information or clarification of responses to the bid specifications shall be included in this section as notes. See Section 3 of this RFP for instructions on completing the forms.

4.0 Hardware Requirements
The bidder shall include the completed hardware specifications forms provided in Section 4 of this RFP. Additionally, an itemized list and description of the computer hardware required, especially all proprietary hardware, shall be included in this section.

5.0 Conversion, Installation and Training Plan
Conversion of existing CAD/RMS/JMS data is crucial to bidder's success. The bidder shall present a schedule for the installation of the system. The installation and training schedule duration shall not exceed 80 days. See RFP Section 5.

6.0 Support Services
The bidder shall describe the support services available to the Teton County Sheriff's Office and Jackson Police Department after system installation and identify those included as part of the proposal.

7.0 Price Proposal
The bidder shall utilize the form provided in the RFP for this purpose.

8.0 Exceptions List and Required Responses
The bidder shall provide a list of exceptions taken to the bid specifications, as well as detailed descriptions of the indicated requirements.

2.2 Evaluation Criteria

It is the intent of the Teton County Sheriff's Office and Jackson Police Department to acquire the best system available within their budgetary means. Thus, while preference may be given to the lowest compliant bidder, the Teton County Sheriff's Office and Jackson Police Department reserves the right to select the bidder of their choice.

The Teton County Sheriff's Office and Jackson Police Department also reserves the right to waive any irregularities and technicalities and to request rebids should it be deemed in their best interest to do so.

2.2.1 Bidder Qualifications

The Teton County Sheriff's Office and Jackson Police Department will satisfy themselves that potential contractors are reputable firms with a proven track record and a proven product. Bidders shall provide at least ten (10) references from installations of similar size and functionality to the system being bid. References shall include the contact name and phone number and a brief description of the system.

2.2.2 System Suitability

Bidders will be evaluated on the suitability of their systems with respect to the following factors:

1) Does the system meet all the functional needs of the Teton County Sheriff's Office and Jackson Police Department?
2) Does it provide a system that will be easy to use?
3) Does it provide a system that will be easy to learn?
4) Is the specified computer hardware suitable and sufficient?
5) Will it be expandable in the future?
6) Will it be maintainable?
7) Does it support other programs that the Teton County Sheriff's Office and Jackson Police Department wish to interface with?
8) Does it fit in with the Teton County Sheriff's Office and Jackson Police Department's long term computer technology plans?

2.2.3 Price

Price evaluation will be based upon bidder's base price as given in the price schedule, plus the criteria described below. Bidders are encouraged to offer system options that they believe will enhance the usability of the system for the Teton County Sheriff's Office and Jackson Police Department. These options are to be described and priced separately. The Teton County Sheriff's Office and Jackson Police Department reserve the right to consider or ignore these options in evaluating the overall fitness of a proposal. The price will be specifically evaluated on the following points:

- What is the initial cost of the system?
- What, if any, additional computer equipment will the Teton County Sheriff's Office and Jackson Police Department have to buy?
- What is the annual cost for support, maintenance, and updates?
- What is the vendor's commitment to support pricing after the first year?
- Are all updates to the software included in the support program or will some be an additional cost?
- Is the software sold as a site license or will the Teton County Sheriff's Office and Jackson Police Department have to buy additional user licenses every time a user or user workstation is added to the system?
- Will any additional training of Teton County Sheriff's Office and Jackson Police Department IT personnel be required?
- What is the expected cost, of Teton County Sheriff's Office and Jackson Police Department resources, required for ongoing support of the system?
- What will be the internal cost of ongoing training of new personnel?
- What is the vendor's reputation among its customer base with respect to long term costs?

2.3 System Installation

The successful bidder will be solely responsible for complete and timely installation of CAD, Records and Jail management software. The Teton County Sheriff's Office and Jackson Police Department will be responsible for procuring and installing all required computer equipment and related network infrastructure. The bidder shall describe in the proposal any special electrical and environmental requirements of required equipment.

2.4 Payment Terms

Payment to the vendor will be made as progress payments at the conclusion of the following milestones:

1)	Contract Signing	20% of contract value
2)	System Installation Completed	20% of contract value
3)	Training Completed	35% of contract value
4)	System Accepted	25% of contract value

3. SYSTEM REQUIREMENTS

This section delineates in detail the specific functions required of the system requested. It does not describe how a proposed system is to implement these functions as each bidder's system will be unique in that respect.

Bidders shall also list all exceptions to the functions specified in this section. Failure to do so may be cause for disqualification or the Teton County Sheriff's Office and Jackson Police Department may direct the bidder, if selected, to implement the missing features at no cost to the Teton County Sheriff's Office and Jackson Police Department.

Place the appropriate reference letter in the RESPONSE column of the table.

I - Included. Requirement is met by vendor's base product

M - Modification required. Base product has this feature or function, but some modification will be required to meet the specific requirement. Explain any modifications required in Section 8 of your proposal and note the reference number in the Reference column in the table. Cost, if any, must be itemized in the Pricing Section.

C - Custom enhancement. The vendor's base product does not contain this function or feature but it will be added to meet the requirement. Cost, if any, must be itemized in the Pricing Section.

N - Not provided nor proposed.

Use the Reference column to reference any other comments or explanations for requirements that merit them. The comments and explanations should be included in Chapter 8 Exceptions List.

3.1 General System Requirements

REQUIREMENT	RESPONSE	REFERENCE
The system proposed is Microsoft Windows™ based.		
The system runs on a Windows 2003 Server/Windows XP Professional or later platform.		
The system is continually updated and tested to conform to Microsoft updates.		
CAD, Records and Jail Management are one integrated system, not two systems interfaced to each other.		
All proposed application software is from one vendor. Separately identify the software of other vendors if present.		
3.1.1 User Features		
The system recognizes and provides for simultaneous handling of multiple transactions.		
The system utilizes function keys for frequently used CAD transactions, e.g., incident initiation.		
The system automatically checks reference data files during data processing.		
The system utilizes well organized, easy to read screen formats.		
On line help is available via keystroke or menu item.		
The system automatically validates entered data with automatic presentation of valid values when an invalid value is entered.		
3.1.2 Commands, Menus, Function Keys, and the Mouse		
The system utilizes four (4) methods of initiating actions: command entry, menu selection, function key, and mouse selection to accommodate user preferences.		
The command entries consist of a command identifier and data parameters in conjunction with a function key (if necessary).		
Command entries are available for all commonly used dispatch functions where the number of data items to be entered makes this method of entry desirable (as opposed to displaying and filling in a form).		
Menu selections extend to one or more sub-menus, where appropriate.		
Menu selection is available for all functions that are performed by occasional, casual users of the system.		
Most functions can be initiated using the mouse.		

Function keys are used for single key retrieval of blank incident forms.		
Function keys are used to implement commonly used dispatch functions.		
Keyboard commands are available to duplicate mouse functions for CAD.		
3.1.3 Multiple Screen Functionality		
The system supports execution and maintenance of simultaneous events.		
Multiple simultaneously open application windows are supported. For example, a user can have incident, person, and vehicle records all displayed simultaneously.		
3.1.4 Security Considerations		
All system users are required to sign onto the system before being given access to any system function.		
The sign on form includes fields for user ID and password.		
The password is not displayed when entered.		
After the password is verified, the system automatically attaches the user to a security group that determines what system functions he or she may access.		
Security granularity extends to individual control of access to view, modify, add and delete functions for each application screen.		
The passwords and security group assignments are changeable by authorized personnel only at the highest security level.		
The security groups are configurable.		
The System Manager is able to create and modify security groups, defining system access down to the function level.		
3.1.5 Single Point Data Entry		
Data entered into the system either directly or indirectly is propagated to all relevant databases.		
Data entered into the system either directly or indirectly is available to all relevant system functions.		
Once entered, there is no requirement for re-entry of data to satisfy the needs of a different sub-system.		
All modules of the system are completely integrated.		
3.1.6 Call Taker/Dispatcher Functionality		

The system supports a call taker taking the call, filling in the incident form, and routing the call to the appropriate dispatcher.		
The dispatcher receives an audible or visual indication that a new incident has arrived for dispatch.		
The system shall be flexible enough to allow any position to be used for any system function, dispatching, call taking, records, etc.		
Changing a workstation's functions shall not require reconfiguration of the system.		
3.1.7 Public Web Access		
The system architecture must allow for limited public web access: Impounded animals		
Event Desk media log		
Active warrants with pictures		
Foreclosures		
The JMS system architecture must allow for Web-based access to limited inmate information (data and images) for the purposes of non-jail (public and justice partner) access.		
Public access must include the ability to display current inmates, persons booked within the last 48 hours, and inmates released in the last 48 hours.		

3.2 CAD System Functions

Key to the computer-aided dispatch portion of the system is incident handling. Since this a particularly critical function, it is important that its implementation be as complete and easy to use as possible.

REQUIREMENT	RESPONSE	REFERENCE
3.2.1 Incident Entry		
Two incident formats shall be provided for the entry of incident information, one for calls for service from the public, and the other suitable for officer initiated activity.		
The ability to generate a "to do" list of incidents not open or scheduled, that is constantly accessible for users to view or print.(i.e., patrol check)		
The call for service screen shall allow entry of the following information:		
Incident location with apartment number/suite number and city.		
Incident type.		
Response priority.		
Caller name, address, telephone number.		
Incident details.		
Vehicle information.		
The incident location and city information shall be validated against a geographical database immediately after entry.		
The incident type shall be validated when entered.		
Validation shall take one second or less.		
The response priority shall be a function of the incident type but enterable by the call taker as well.		
The incident details shall allow at least 150 characters of text to be entered at one time.		
Vehicle information shall be recorded as data items, not just text.		
The officer form shall be designed to facilitate entry of traffic stops.		
The officer form shall allow the easy entry of unit, location, and vehicle license information.		

The officer form shall support other officer initiated incidents and shall not be limited to traffic stops.		
Upon entry of a vehicle license plate, the CAD system shall immediately search its database and retrieve make, model, year, and color information directly into the form.		
Upon entry of a vehicle license plate, the CAD system shall immediately display a history of recent contacts with the vehicle.		
Upon entry of a vehicle license plate, the CAD system shall look up the person associated with the vehicle and display pertinent information about the person including but not limited to recent contact history, officer safety notations, and arrest, warrants, and suspect information.		
Upon entry of a vehicle license plate, the CAD system shall automatically query INLETS/NCIC.		
After initial entry of information, the system shall verify the incident location against a geographical database (geofile).		
The geographical database shall be capable of verifying locations entered as street addresses, street names, hundred blocks, place names, and intersections without relying on exact matching of entered location.		
Partial street place names and soundex-type matching shall be supported.		
The geofile shall return the nearest cross street and the standard spelling of the location to facilitate historical retrieval.		
The system shall automatically search its database for previous incident history and shall retrieve and display summaries of the five most recent incidents at the location.		
The system shall automatically search its databases for reporting party information and shall retrieve and display summaries of the five most recent contacts with the reporting party.		
The system shall automatically search its databases for premise information unique to the location and shall, when available, display a button or icon the user can select to display the information. This record may contain hazardous material information, fire fighting information, the names of emergency contacts (for businesses) or special handling information for residents who may be handicapped or elderly.		

The system shall automatically search its database for reporting party phone number history and shall retrieve any available information about the most recent five contacts with that phone number.		
The system shall search its databases for vehicle history and shall retrieve and display (for traffic stops) summaries of the most recent five contacts with a vehicle whenever one is entered as part of an incident.		
Multiple matches of the entered location shall result in a matches list from which the user can select the correct location.		
The system shall automatically search its databases for street information and shall retrieve any available information about the street location from the geographical databases.		
The most important available information shall be automatically displayed for dispatchers with indicators to alert the dispatcher to the availability of other pieces of information.		
The dispatcher shall be able to display the retrieved information via a short key sequence, a function key, or mouse.		
The system shall interface with an E9-1-1 controller to automatically receive caller location and telephone number information when an E9-1-1 call is received.		
Receipt of the E9-1-1 information shall cause the CAD system to automatically present the information in an incident entry form at the answering call taker position.		
The system shall automatically check for and display a list of previous incidents at the E9-1-1 supplied location.		
The system shall automatically check for and display a list of previous incidents from the E9-1-1 supplied phone numbers.		
E9-1-1 Phase II caller location is supported with the caller's location or probability circle automatically drawn on the CAD map for the call taker.		
When the user commits the transaction, the system shall assign a system generated incident number to the incident and record the date, time and dispatcher handling the call. Incident number parameters may be set by agency.		
3.2.2 Incident Handling		

The dispatcher shall be able to update the existing incident information once the incident has been created.		
The dispatcher shall be able to add an unlimited number of additional comments once the incident has been created.		
Each additional comment added to an incident record shall be time and date stamped.		
The dispatcher shall be able to assign an unlimited number of additional units to an incident.		
The dispatcher shall be able to record all status changes from assigned units once the incident has been created.		
The dispatcher shall be able to clear units and close the incident once the incident has been created.		
The incident history shall always be shown as part of the incident detail display.		
The incident display must include all times for the incident: call received, entered, dispatched, en route, on scene, closed.		
The incident display must include all times for each unit assigned to the incident: dispatched, en route, on scene, clear, dispatched-to-on scene, on scene-to-clear, dispatched-to-clear, and will allow for multiple times to be recorded (i.e. more than one route time).		
Multiple incidents can be simultaneously displayed and updated.		
There must be a way to enter and schedule incidents to appear at a later date and time, either once or periodically. Such incidents should automatically appear in the incident queue at the specified time. It should also be possible to pre-assign a specific unit to the incident when it is scheduled.		
3.2.3 Unit Recommendation and Dispatch		
The system shall be able to recommend units to respond to patrol, fire and EMS incidents.		
Response algorithms shall be based on incident location, incident type, unit availability and unit staffing status.		
For patrol responses, the recommendation shall show the beat unit, if available or an available unit from an adjoining beat if the beat unit is not available.		
For fire responses, the recommended units shall be based on a fire "run card" for the location as well as the type of the incident.		

For EMS responses, the recommended units shall be based on an EMS "run card" for the location and staffed/unstaffed criteria as well as the type of the incident.		
The dispatcher shall be able to accept the recommended dispatch with a single key or edit the recommendation as needed.		
For officer initiated incidents, the unit will be the unit calling; the unit will be entered on the initial incident form and dispatch shall be automatic.		
3.2.4 Unit Handling Functions		
The system must have the "Free a Unit" command to return a unit to a clear status but not close the incident the unit has been assigned to.		
The system must have the command "Reassign a Unit" to reassign a unit from one incident to another, returning the first incident to a pending status rather than closing it if there are no other units assigned to the first incident.		
The system must have the command "Exchange Units" to dispatch a unit to an incident while simultaneously clearing a unit it is replacing.		
The system shall have an easily entered "pursuit mode" to facilitate entry of continuous narration of vehicle and foot pursuits. In pursuit mode, each time the dispatcher presses ENTER the current entry shall be recorded with a time stamp and a new entry line presented.		
The dispatcher must be able to hold one or more pending incidents for a particular unit with an indication in the incident status display.		
3.2.5 Rotation Towing		
The system shall be capable of recommending a vehicle tow company upon request.		
Tow company contact information shall be easily retrievable from the tow request form.		
The tow company recommended shall be the next company on a rotating list.		
The frequency of rotation shall be configurable, i.e., each call, daily, weekly, etc.		
The selected tow company shall be recorded in the incident record.		

3.3 Records Management Functions

REQUIREMENT	RESPONSE	REFERENCE
3.3.1 Master Name File		
The Master Name file maintains the database of persons encountered by the agency.		
Master Name information is entered as part of other data entry, i.e., incident, officer reports, citations, but can also be entered directly into the database.		
The system matches new information to the Master Name file with existing persons in the database when appropriate.		
The Master Name file has two parts for each person: personal information (name, address, height, weight, etc.) and the history of contacts with the person.		
When a Master Name record is displayed, both parts of the record are displayed.		
The personal information may be a subset of the total if all the information can not be accommodated on the screen, but the rest shall be retrievable via a single key stroke or mouse click.		
The history display shall always initially display the most recent encounters with the person, including warnings.		
The Master Name function shall include the ability to page through the Master Name file.		
The Master Name function shall include the ability to page through the Master Name history for a given person.		
The Master Name function shall include the ability to add, update, or delete a Master Name record by personnel with sufficient security privileges.		
The Master Name function shall include the ability to add, update, or delete a history entry by personnel with sufficient security privileges.		
The Master Name function shall include the ability to print a Master Name record.		
The process used to look up a person in the Master Name file must be flexible enough to aid in locating the person when only a partial name or misspelled name is available.		
The logic of the Master Name look-up shall include: Searching on the name as entered.		

Matching on any aliases used by the person.		
Searching on the last name only.		
Searching for sound-alikes of the entered name.		
When multiple matches are found the user shall be given the opportunity to page back and forth through the list of matching names, looking at individual records as desired.		
3.3.2 Officer Reports		
The system shall support direct entry of officer reports from information collected in the field by officers.		
The system shall maintain a reports log.		
The reports log shall be easily viewed and browsed.		
The reports log shall contain the officer report number, date, offense, officer, and status, at a minimum.		
A command shall be provided to permit easy generation of an officer report number that is configurable by agency.		
Pertinent incident information shall be automatically transferred to the officer report record from a CAD incident record when it is created.		
Officer reports shall include a cover sheet - who, what, where, when.		
Officer reports shall contain information about an unlimited number of people involved - personal information, connection to incident, and information specific to their connection (for victims, suspects, etc.).		
Information from officer reports shall be automatically propagated to the Master Name file.		
The officer reports shall contain vehicles involved information. Detailed vehicle information shall be recorded.		
The officer reports shall contain method of entry and other specific information required for the UCR/NIBRS reports.		
The officer reports shall contain narrative and unlimited subsequent supplements.		
Integral spell checking for narratives and supplements shall be provided.		
The system shall allow the user to "cut and paste" text from a word processing program to a narrative/supplement.		

The officer reports shall contain officer/reviewer signoff and report routing.		
The report screen shall include the ability to add an unlimited number of photos and other images to the report.		
The report screen shall include access to a log of all state queries associated with the report.		
It shall be possible to associate an unlimited number of other files with the report (PDF, spreadsheets, etc.).		
A notes section (besides that associated with the case investigation) shall be included.		
Explicit tracking of assaults on officers must be included for each case.		
An approval log must be available to list all reports not yet approved by a supervisor.		
A method must be provided for supervisors to approve cases that include electronic routing of reports from supervisor to officer and back, from supervisor to records, from records to officer and back.		
The approval process must allow supervisors and records clerks to attach lists of problems with reports to the report for the officer to correct.		
The officer must be able to individually check off problems as corrected and the supervisor must be able to individually check off corrected items as verified.		
Once approved, a case must be "locked," i.e., not subject to change (except for supplementary narratives) except by personnel with sufficient security level.		
3.3.3 Case Investigation Management		
The system shall provide a case investigation log by detective, officer, or all cases under investigation with features similar to the officer log report.		
The system shall provide a case investigation status detail display.		
The system shall provide appropriate status and progress reports.		
Information kept for each case in the investigation file shall include detective, date assigned, follow up date, victims, suspects, investigation, court dispositions and date closed.		
3.3.4 Citations		

The system shall provide means to track traffic and parking citations and associate persons and vehicles with them.		
An on-screen citation log must be available that shows all recent citations with an option to show only those for a particular officer.		
3.3.5 Vehicles		
The system shall maintain a database of vehicles.		
The vehicles database shall be built by entries generated by incidents, officer reports, and citations.		
Vehicle lookup shall be possible by entering either a vehicle license plate or a vehicle make and model.		
The system shall be able to remove hyphens from vehicle plate numbers internally (without user input) to run NLETS/NCIC automatically.		
The system must allow perusal and selection from a list of matches.		
A vehicle display shall include information about the vehicle (VIN, make, model, color, etc.) plus a history of encounters with the vehicle, including warnings.		
The most recent history entries must be displayed.		
Vehicle functions shall include updating and deleting vehicle information.		
Vehicle functions shall include adding and deleting history entries.		
3.3.6 Property		
The system shall include a property subsystem that will enable the department to keep track of all property associated with cases and incidents.		
The property subsystem shall enable the department to keep track of property that is in its property room.		
The system shall include a property log that shall record each property transaction, including property checked in and out of the property room.		
The system shall allow the user to access property records via a serial number, brand, model, or item name (i.e., computer, radio, etc.).		
Multiple matches of property shall generate a selection list.		
The property system shall include the capabilities to add, delete, and modify property.		
The property system shall allow the user to page through the property records.		

3.3.7 Vehicle Maintenance		
The system shall provide a vehicle maintenance subsystem to assist in tracking the maintenance and other history of the vehicle fleet.		
The vehicle maintenance subsystem shall keep track of "service due" dates.		
The vehicle maintenance subsystem shall keep track of vehicle physical status.		
When recorded during the "officer on duty" sequence, an officer identification and vehicle mileage entry shall be made in the vehicle history.		
3.3.8 Field Interviews		
The system shall include the facility to enter field contact information into the database as a "Field Interview" with the person information automatically recorded in the Master Name file.		
3.3.9 Other Records Management Files and Functions		
Animal Control		
Abandoned Vehicles		
Sex Offenders		
Narcotics Offenders		
Known Offenders		
Arsonists		
Parolees		
Probationers		
Gangs		
Civil		
Subpoenas for Agency Personnel		
Subpoenas for Citizens		
Summons		
Executions		
Garnishments		
Foreclosures		
Protection Orders		
BOLO		

Missing Persons		
Document Release Log		
Digital Evidence		
Stolen Vehicle Log		
Arrest Log		
Accident Log		
Warrants		
Search Warrants		
Pawn		

3.4 Other Required Functions

REQUIREMENT	RESPONSE	REFERENCE
3.4.1 Instant Access to Detail Records		
The system shall support display of detail records (related to the current display). For example, when a master name record is displayed, the person's history will include references to incidents, officer reports, FIs, citations, etc. The user shall be able to quickly and easily (mouse selection preferred) display the detail record for any of these associated records without leaving the current display.		
The display of the detail records shall be shown as an overlay to the current display.		
No updating of the information in the overlay shall be permitted.		
Items on the overlay shall also be available for display in a subsequent overlay.		
3.4.2 Electronic Mail		
The bidder shall provide an electronic mail system.		
The electronic mail system shall include the following features: On-line terminal message transmission.		
On screen message composition with word processing capabilities.		
Unlimited message lengths.		
Ability to print messages.		
Ability to reply to messages with a button or similar.		

Ability to edit/add notes to received messages and to forward them.		
Ability to direct mail to persons or terminals.		
Multiple destinations/Send to all.		
Automatic advising of mail in your "mailbox" when signing on.		
Automatic real-time notification when messages received.		
Ability to save or delete received messages.		
Support for message attachments.		
Command line or forms message entry.		
The electronic mail system must be an integral part of the CAD and records system rather than being a separate software package.		
3.4.3 Ready Reference		
The ready reference file shall provide an electronic means to store various pieces of reference information including telephone lists, training bulletins, house watch list, and department procedures and directives.		
The ready reference file shall provide an easy means to enter, organize, and retrieve this reference information.		
Retrieval of ready reference information shall be allowed from a ready reference index display or directly via a brief identifier associated with each entry.		
Entries in the ready reference file shall consist of text information.		
There shall be no limit on the length of each entry.		
3.4.4 Search Capabilities		
The system shall provide database search capabilities that will allow the user to freely specify search criteria and search any database in the system.		
A list of matching entries shall be created that shall be able to be reviewed on screen or printed.		
The search capability shall not rely on any knowledge of databases or database structures. Describe how this is accomplished in Section 8 of your proposal.		
3.4.5 Database Maintenance Functions		

A means shall be provided to update, add to, and otherwise maintain all system databases, even those that are not maintained in the normal course of everyday operation of the system.		
3.4.6 Help Screens		
On line help shall be available to aid the user in the operation of the system.		
The help system, when activated, shall display information related to the current function in use.		
Displaying a help screen should only require pressing a dedicated help function key or by some equally short, direct method.		
The help system shall conform to all Windows standards for on line help documents.		
3.4.7 Reports		
The system shall provide the following reports: UCR		
Single Incident Report		
Shift Bulletin		
24 Hour Incident Summary		
Incident Summary (by arbitrary date period)		
Incident Summaries (by time of day, day of week and by department)		
Incident Response Times (by time of day, day of week and incident priority)		
Officer Activity Reports		
Monthly Patrol Statistics		
Officer Evaluation Report		
Unverified Locations		
Crime Summary by Offense		
Accident Reports		
Case Investigation Summary		
Case Investigation Activity by Officer		
Officer Log		
False Alarms		
Citations by Violation		
Vehicle Log by Officer		

Vehicle Usage Log		
Vehicle Mileage Summary		
Communications Center Call Handling Times		
Reports must be viewable on screen before they are printed.		
3.4.8 System Configuration		
The supplied system shall be customizable, without additional programming, as much as possible to the method of operation of the Teton County Sheriff's Office and Jackson Police Department. Examples of things that shall be customizable are unit status codes and incident dispositions, but should include all data items where the user picks from a list of acceptable values.		
Such customization shall be accomplished without reprogramming. Describe to what extent and how this is accomplished with the proposed system in Section 8 of your proposal.		

3.5 Mobile Computer Software

REQUIREMENT	RESPONSE	REFERENCE
Secure digital communications between vehicles, and between vehicle and dispatcher, for message exchange.		
Communications must meet applicable state data encryption requirements.		
Consideration for support of touch screen computers, i.e. oversized buttons for frequently used transactions.		
Automatic transmission of relevant incident information to a unit when it is dispatched.		
Access to state and national vehicle and person information databases.		
Updates for the mobile system shall be pushed to the mobile units.		
The mobile system shall have a persistent connection to the server.		
One-button unit status reporting.		
NLET/NCIC queries are available from the mobile system.		
Officer field access to CAD and records information including: Incident information		

Current active incident summary		
Current unit status summary		
Obtaining officer report numbers		
Officer report log review		
Local vehicle information		
Local person information		
Incident history of local addresses		
Mug shots		
Field entry of officer reports with immediate transmission of the reports back to the central computer		
Filed report information shall be immediately available to all system users.		

3.6 Mapping

REQUIREMENT	RESPONSE	REFERENCE
Map system is compatible with ESRI Shape Files and State Plane Coordinates data.		
Provides a separate, sizable window for map display.		
Map is completely integrated into CAD.		
Map is also integrated into records management.		
The map automatically locates and zooms a call for service on the map when the location is verified.		
E911 calls are immediately located without dispatcher interaction.		
E911 Phase II calls from cell phones automatically zoom to the location on the map or draw a probability circle on the map depending upon the information available.		
The map can be configured to show various layers depending upon the zoom level (i.e. aerial photos).		
Layers can be manually activated at any zoom level.		
Map may be searched by Latitude and Longitude coordinates.		
The map displays the locations of active incidents.		
The map displays the locations of all signed on units equipped with GPS.		

A general purpose pin mapping facility is included to quickly create pin maps from the results of data searches of CAD incidents and the officer reports databases.		
A map of sex offender addresses can be generated.		
Map activity with respect to AVL is recorded and can be played back (pursuit replays).		
Maps can be printed.		
Mapping is available on mobile computers.		

3.7 State/NCIC and Other Interfaces

REQUIREMENT	RESPONSE	REFERENCE
Must provide a link to the state for state/NCIC queries.		
Supports menu based entry of common queries from all authorized users.		
Allows command line entry of person and vehicle queries.		
The system must allow for mask/forms equivalent to any of those available on the state system.		
From the person display, allows local and/or NLETS/NCIC running with a dedicated button.		
From the vehicle display, allows local and/or NLETS/NCIC running with a dedicated button.		
The person display includes quick access to a log of all the times the person has been run.		
The vehicle display includes quick access to a log of all the times the vehicle has been run.		
A state queries log is available that list state queries.		
A separate log of all criminal history queries is available that meets all state requirements.		
NLET/NCIC queries will have solutions for Wyoming vehicle plate criteria. (e.g., truck, trailer and passenger plates may have the same number, plate numbers contain hyphens, etc.)		
Responses to queries must be displayed automatically if the user is not otherwise occupied.		
When multiple response messages are received the dispatcher must be able to easily page through them.		
The incident history that is part of the display of an individual incident must include all the queries that have been run for that incident and the requesting officer.		

The dispatcher must be able to display the response to a displayed query by a direct method such as double clicking.		
Responses can be printed.		
The printout includes the text of the associated query and the ID of the unit that ran it.		
Must provide an Image Trend interface.		
Must provide a Coplogic interface.		
Must provide a ReportBeam interface.		

3.8 Bar Coding

REQUIREMENT	RESPONSE	REFERENCE
Bar Coding software must be completely integrated into the records management system. If proprietary bar coding equipment is required, then include its price on the pricing page.		
Uses a wireless terminal with wand.		
Allows assigning property to property room "bins" with the wand with the assignment automatically transmitted and entered into the property database.		
Supports checking property in and out.		
Supports creating a list of common reasons for checking out property that can be entered from the bar coding terminal.		
Prints bar code labels singly or in bulk for a case.		
Supports printing on commonly available labels.		
Can print blank labels (with respect to property description).		
Allows inventory reconciliation.		

3.9 Paging

REQUIREMENT	RESPONSE	REFERENCE
Automatic paging based on incident type is supported.		
Manual paging is supported.		
Individuals can be paged.		
Groups can be defined and paged as a group.		
Automatic pages include incident information already entered by the call taker.		
The software includes all screens necessary to maintain paging information for users, groups, and to define paging required for particular types of incidents.		

3.10 JAIL Management Functions

REQUIREMENT	RESPONSE	REFERENCE
3.10.1 General JAIL Functions		
The Jail Management System shall notify users when an event requires their attention (e.g., approval of inmate action report, grievance appeal).		
Provide flexible reporting capabilities. The capabilities include the existence of a robust set of "user ready" reports that can easily be used to provide useful jail management data.		
The system must allow an effective and efficient method of developing custom reports that may be specific to the Teton County Sheriff's Office operation.		
Provide reporting capabilities that address state and federal jail reporting requirements.		
Allows for NLETS/NCIC queries from within the system.		
Provide an interface with VINE (Victim Information and Notification Everyday).		
Provide the ability to transfer subject demographic information to Livescan Fingerprint Imaging Systems.		
Provide the ability to interface with Swanson Services Corporation for jail commissary.		
Fully Searchable Data on any field or combination of fields, including the ability to add user defined fields.		

3.10.2 Booking/Housing		
Allows the creation of a booking from an event or case that is created from CAD or RMS.		
Unlimited number of photos, including NCIC identified Marks, Scars, Tattoos and Inmate Injuries.		
Charges are to be selected from a dropdown list that is searchable by code-section, word or phrase of the charge.		
Allow for the creation of a user-defined booking questionnaire: Cell, Medical, Safety Factors, Intake Questions, Risk Factor, Visual Assessments, Classification, etc.		
Provide the ability to record the "book and release" of a subject.		
Notify the user if prior or existing in-jail information exists on a subject to avoid duplicate, redundant, or separate records for persons active in the system.		
Alert Flags can be posted on any inmate and flash on the screen when activated to alert the officer (e.g., dangers, medical, gangs, etc.).		
Provide the ability to book a subject that does not provide a name.		
Data entry must be validated by the system during input, including data format, dates, and fields as determined by the agency.		
Provide the ability to modify, delete, merge, and seal bookings.		
Provide the ability to record and track booking information for each arresting agency.		
The system shall have a mugshot interface and save the pictures to the database and not just a link to it.		
Provide the ability to record segmented incarcerations that require multiple bookings and releases (e.g., weekend sentences).		
Provide the ability to record holds, warrants, and detainers.		
System must permit any record to be expunged by authorized personnel.		
Provide the ability to affix a subject's picture to any jail document.		
Provide an automated process for medical screening, including the review of medical data entered by the arresting officer and the intake nurse's assessment.		

Maintain a history of assessments and classifications.		
Provide the ability to enter "keep-away" and the type (e.g., rival gang, codefendant, witness, etc.).		
Assist in identifying housing assignments that do not conflict with "keep-away" or other alerts.		
Provide the ability to automatically recalculate release date(s) based on varying events, such as program completion, work detail, disciplinary action, and amended sentence. Provide for manual override.		
Provide unlimited mail log information, specifying agency-defined types, date/time received, from address and comments.		
Each incident is specified by agency-defined incident types, incident date/time, location, date/time reported, reporting officer, date turned in.		
3.10.3 Property		
Track unlimited number of intake property items.		
System must notify officer if inmate is to be released but has property that has not been released.		
For each property track type, quantity, value, storage location, hazard information, and description; track disposition type, date and description.		
Ability to store a digital photograph of the property.		
System must produce an Inmate Property Report with inmate picture, biographical info, and descriptive list of property taken; complete with disclosure paragraph and signature blocks for the inmate and receiving officer.		
Provide the ability to keep track of property release to relatives or friends.		
3.10.4 Movement		
Provide the ability to track inmate movements, dates and times, reasons, involved officers, and other information relevant to the movement of an inmate. Must permit appointments for medical treatment, court and other movements to be Scheduled and Tracked.		
Maintain a history of the inmate's cell and bed assignment for current and past periods of incarceration.		
System must be able to attach "Keep Away" to an individual booking and notify officers if an inmate with "Keep Away" is to be moved within the facility.		

System must clearly indicate Inmate Status (Not to be Released, Ready for Release, etc.) and "Current Location" indicating the present location of the inmate.		
System must permit instructions to be added to an inmate's record regarding movement. Examples include "Move only with Two People", "Move only in Full Restraints", "Move only with Female Officer", etc. These Rules can be created and maintained by the agency. System should warn the officer any time an inmate with special rules is to be moved or transported.		
3.10.5 Scheduling and Transportation		
Provide the ability to schedule inmate appointments and notify users of schedule conflicts.		
Provide the ability to resolve conflicting appointments for an inmate, based on an established prioritization scheme. Allow for manual overrides.		
Provide the ability to add scheduled court appearances to inmate and transport schedules.		
Provide the ability to maintain a record of inmate-related court proceedings, including the time, date, place, type of proceeding, and results.		
Provide the ability to maintain a record of inmate-related court proceedings, including the time, date, place, type of proceeding, and results.		
3.10.6 Records		
Allow for authorized users to alter or delete information to correct file information.		
Provide an audit trail that identifies who has amended or updated a subject record.		

4. COMPUTER HARDWARE

It is the intent of the Teton County Sheriff's Office and Jackson Police Department to upgrade their current computer system and network as necessary to support the chosen software. The expected cost of any such upgrades, additions, or replacement desire will be weighed in the evaluation of the bidder's proposal.

The bidder shall specify hardware and system software required to support the proposed system. It is the Teton County Sheriff's Office and Jackson Police Department's intent to procure all computer equipment directly, not through the vendor. The bidder's price shall therefore **not** include the cost of the hardware, although if the bidder's system requires any proprietary hardware the Teton County Sheriff's Office and Jackson Police Department may later request pricing.

The hardware specification shall list required or proposed equipment without make or model numbers unless equipment proprietary to a particular manufacturer is proposed. Communications hardware elements (for example, network components) shall be excluded from the materials list.

The proposed system is to be configured for two agencies (Teton County Sheriff's Office and Jackson Police Department) using one data storage location, that is replicated to one or more additional servers for redundancy.

The bidder shall propose sufficient disc capacity to support storage of 10 years of data.

The bidder is responsible for proposing and pricing any database software required to support running the bidder's CAD and records application software.

5. CONVERSION, INSTALLATION AND TRAINING

The bidder shall name in the proposal a project manager with resume, to be assigned as a single point of contact to the Teton County Sheriff's Office and Jackson Police Department, to coordinate and direct the vendor's activities and communications between the Teton County Sheriff's Office and Jackson Police Department and the vendor.

The project shall begin immediately upon contract signing. The bidder shall include a preliminary project schedule with this proposal. After contract signing, the successful vendor shall confer with the Teton County Sheriff's Office and Jackson Police Department representative and submit a final project schedule within seven days.

Conversion of the existing data is considered key to launching the new system. The vendor shall begin preparation of the conversion programs or scripts as soon as the Teton County Sheriff's Office and Jackson Police Department provide a sample of the data to be converted. The Teton County Sheriff's Office and Jackson Police Department shall be provided with converted data for testing as soon as possible so that verification of the converted data can begin. Steps regarding data conversion shall be included in the project schedule.

The Vendor shall install all software and test it to assure proper running order. The Vendor shall then conduct training sessions to familiarize all department personnel in operation of the system. The bidder shall describe the training program proposed, the number of days of training included, and the number of training days proposed for each class of user: dispatchers, records personnel, officers, detention officer, administrators, and system support personnel.

At the conclusion of system installation and training, the vendor shall demonstrate to the Teton County Sheriff's Office and Jackson Police Department's satisfaction that the systems proposed functions are operational. The system will then be accepted under the conditions to be enumerated in the contract.

6. SUPPORT SERVICES

The proposed system shall include first year support, maintenance, and updates of the software, to begin upon system acceptance. This cost is separately delineated on the pricing sheet.

The bidder shall describe in detail in the proposal (or include a sample support contract) the software support to be provided. This shall include how software problems will be resolved and terms of the warranty. Support shall be available seven days per week, 24 hours per day. The vendor shall provide an 800 number for support.

As part of software support, the bidder's support personnel shall have the capability to connect to the proposed system to investigate problems. If special software or hardware is required on the CAD/RMS/JMS system to support this capability it shall be included in the system price as a separate line item.

The bidder shall describe its software update or upgrade policy. Specifically:

- How frequently and under what circumstances is updated software provided?
- How will the Teton County Sheriff's Office and Jackson Police Department be notified of available updates?
- What is involved in implementing an update?
- Will the Teton County Sheriff's Office and Jackson Police Department incur any costs to the vendor to implement updates?
- Does the vendor ever charge for updates or new versions of products licensed to the Teton County Sheriff's Office and Jackson Police Department? If so, under what circumstances?
- How frequently does the vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?
- With new versions, what is the vendor's approach to migration from earlier versions?

7. PRICING FORMS

7.1 Base System

The bidder shall use the following chart to present their pricing proposal:

ITEM	PRICE
Computer-Aided Dispatch Software	
Records Management Software	
Jail Management Software	
Mobile Computer Software	
E911 Link Software	
Digital Imaging Software	
State Interface Software	
CAD and Records Mapping Software	
Mobile Mapping Software	
Property Bar Coding Software	
Paging Software	
Bar Coding Equipment	
Data Conversion	
Vendor Specific Equipment (if any)	
Software Customization (from table below)	
Database Software	
Additional Items or Costs Required by Proposer's Solution (if any, describe below this chart)	
System Installation	
Training	
Project Management	
First Year Software Maintenance, Support, and Updates	
TOTAL	

Sales tax is not to be included in the pricing.

7.2 Customization and Modification Costs

Detail all costs associated with software customizations and modifications required to meet the system requirements.

Item	Price

7.3 Additional Proposal Items

The following form shall be used to price additional optional items requested by the Teton County Sheriff's Office and Jackson Police Department as well as additional items the bidder may care to propose:

ITEM	PRICE

Also state any additional support cost that will be incurred with these items.

7.4 Additional Costs

Will the vendor commit to keeping the annual support cost the same for the first five years (the year quoted above plus four more)? If not, what price guarantee is the vendor willing to offer for the cost of future support years?

If the vendor's software is sold per user or position what will be the additional cost for adding future users and/or positions to the system? What is the procedure for doing so? What price guarantee is the vendor willing to offer for the cost of future years?

8.0 EXCEPTIONS LIST and REQUIRED RESPONSES