

REQUEST FOR PROPOSAL FOR A COMPUTER-AIDED DISPATCH
AND RECORDS MANAGEMENT SYSTEM FOR THE MANTECA
POLICE DEPARTMENT



MIKE AGUILAR
CHIEF OF POLICE

TABLE OF CONTENTS

Contents

CHIEF OF POLICE	1
1. INTRODUCTION	1
Purpose and Objectives	1
1.1. BACKGROUND	1
1.2. BID PROCESS.....	1
1.3. SCHEDULE OF EVENTS	2
1.4. CONTACT	2
1.5. BID SUBMITTAL INSTRUCTIONS.....	3
1.6. EXAMINATION OF BID PROPOSAL DOCUMENTS.....	3
2. TERMS AND CONDITIONS	4
2.1. PROPOSED FORMAT.....	4
2.2. EVALUATION CRITERIA	5
2.2.1. BIDDER QUALIFICATIONS	5
2.2.2. SYSTEM SUITABILITY.....	6
2.2.3. PRICE	6
2.3. SYSTEM INSTALLATION.....	7
2.4. PAYMENT TERMS.....	7
3. SYSTEM REQUIREMENTS.....	8
3.1. GENERAL REQUIREMENTS	9
3.2. CAD (COMPUTER AIDED DISPATCHING) REQUIREMENTS	12
3.4. OTHER REQUIREMENTS	24
3.5. MOBILE COMPUTER/OFFICER FIELD REPORTINGREQUIREMENTS.....	27
3.6. MAPPING.....	29
3.7. STATE/NCIC REQUIREMENTS.....	29
3.8. PROPERTY/EVIDENCE BAR CODING REQUIREMENTS	31
3.9. PAGING.....	31
4. COMPUTER HARDWARE.....	32
5. INSTALLATION AND TRAINING.....	32
6. SUPPORT SERVICES	33
7. PRICING FORMS.....	34
7.1. Base System	34
7.2. Customization and Modification Costs	35
7.3. Additional Proposal Items	35
7.4. Additional Costs.....	36
8. EXCEPTIONS SECTION	36

1. INTRODUCTION

Purpose and Objectives

The Manteca Police Department (“the Department”) desires to acquire a Microsoft Windows™ based publicsafety software system for the purpose of replacing its current Computer Aided Dispatch and Records Management System. The Department is seeking an integrated solution that offers the capability to comply with existing and upcoming mandates, capture ongoing statistical data, accurately measure performance, better equip first responders with relevant information, reduce report writing time and thus free up resources, enhance internal cross-training, and to be technologically progressive. Key to this procurement is obtaining one fully integrated solution from a single vendor.

1.1. BACKGROUND

The City of Manteca (“the City”) is located in the San Joaquin Valley in the County of San Joaquin. The population is approximately 88,000, which occupies approximately 18 square miles of urban, suburban, industrial, and rural landscape.

The Department is comprised of 116 full time employees. 76 sworn police officers serve the city along with 12 public safety dispatchers and 28 other support personnel.

The City’s current CAD/RMS system is no longer meeting the Department’s needs as its functionality and operational capabilities are unable to provide the services the Department needs to perform up to the highest possible standards. The replacement of the system is therefore critical as it will be used to dispatch police officers as needed, including to citizen calls for service. A new system will ensure reliability, improve response times, and enhance capabilities.

1.2. BID PROCESS

The City will conduct the selection and contract award process in the following manner:

- a) This document will be distributed to all bidders who request it and will be posted on the City’s website.
- b) Bidders will prepare a response to the RFP. Bidders may submit questions about the RFP to the contact person listed below.

- c) The proposals will be received and evaluated as described in this RFP. If deemed necessary, the City will ask one or more selected bidders questions about their proposals, either in writing or by oral presentation. Demonstrations of the proposed systems may be requested.
- d) 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:

<u>Milestone Event</u>	<u>Date</u>
1. RFP Issuance	03/16/2022
2. Questions about RFP Due	03/23/2022
3. Proposal Due Date	03/29/2022
4. Proposal Evaluation Complete	03/30/2022
5. Contract Presented to City Council	04/19/2022
6. Implementation Completed	12/01/2022

1.4. CONTACT

Lieutenant Gregg Beall has been designated to be the department contact person for questions related to this procurement. Lieutenant Beall may be contacted at:

1001 W. Center St., Manteca, CA 95337
209.456.8164
beall@ci.manteca.ca.us

No other persons with the 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 3 copies of their proposal on or before 5:00 PM on 03/29/2022 to:

Lieutenant Gregg Beall
1001 W. Center St.
Manteca, CA 95337

It will be the sole responsibility of the bidders to have their bid delivered to the City 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. All bids must address all RFP requirements. This RFP is for a complete turnkey system including software, installation, training, plus software maintenance, support, and updates for the first year. Partial or incomplete proposals will be rejected. Computer equipment required for the system must be specified in detail by the bidder but will be procured as needed directly by the City.

1.6. EXAMINATION OF BID PROPOSAL DOCUMENTS

Submission of a bid proposal shall be deemed a representation and certification by the Proposer that they:

- a. Have carefully read and fully understand the information that was provided by the Department to serve as the basis for submission of this proposal.
- b. Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- c. Represent that all information contained in the proposal is true and correct.
- d. Did not, in any way, collude, conspire to agree, directly or indirectly, with any person, firm, corporation, or other Proposer regarding the amount, terms, or conditions of this proposal.
- e. Acknowledge that the Department has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by the Proposer, hereby grants the Department permission to make these inquiries, and agrees to provide any and all related documentation in a timely manner.

No request for modification of the proposal shall be considered after its submission on grounds that proposer was not fully informed as to any fact or condition.

2. TERMS AND CONDITIONS

2.1. PROPOSED FORMAT

It is the intent of the Department to solicit proposals that are complete, concise, and 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 Installation and Training Plan

The bidder shall present a schedule for the installation and implementation of the system. The schedule duration shall not exceed eight (8) months. See RFP Section 5.

6.0 Support Services

The bidder shall describe the support services available to the Department after system installation and identify those included as part of the proposal. Any additional support costs must be clearly outlined by item.

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 Department to acquire the best system available within its budgetary constraints. Thus, while preference might be given to the lowest compliant bidder, the Department reserves the right to select the bidder of its choice.

The Department also reserves the right to waive any irregularities and/or technicalities and to request re-bids should it be deemed in its best interest to do so.

This RFP does not commit the Department to enter into a contract, nor does it obligate the Department to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The Department reserves the right to:

- Make the selection based on its sole discretion;
- Reject any and all proposals;
- Issue subsequent RFPs;
- Postpone opening the bids for its own convenience;
- Remedy technical errors in the RFP process;
- Approve or disapprove the use of subcontractors;
- Negotiate with any, all, or none of the Proposers;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the Proposals; and/or
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City.

An agreement shall not be binding or valid with the City unless and until it is executed by authorized representatives of the City and of the Proposer.

2.2.1. BIDDER QUALIFICATIONS

The Department must be satisfied that potential contractors are reputable firms with a proven track record and a proven product. Bidders shall provide at least ten (10) references of 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 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 and sufficient support offered for the product?
- 7) Is the platform already familiar to the Department's IT personnel?
- 8) Does it support other programs the Department uses?
- 9) Does it fit in with the Department's long-term IT plan?

2.2.3.SCORING

Proposals will be evaluated on a one hundred (100) point scale as follows:

Ability to satisfy the system requirements:	65 points
References from current or past customers:	30 points
Overall value of the proposed system:	5 points

2.2.4.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 Department. These options are to be described and priced separately. The Department reserves 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:

- a) What is the initial cost of the system?
- b) What, if any, additional computer equipment will the Department need to purchase?
- c) What is the annual cost for support, maintenance, and updates?
- d) Are all updates to the software included in the support program or will some be at additional cost?
- e) Is the software sold as a site license or will the Department need to purchase additional user licenses every time a user or user workstation is

added to the system?

- f) Will any additional training of Department IT personnel be required?
- g) What is the expected cost of agency and Department IT resources required for ongoing support of the system?
- h) What will be the internal cost of ongoing training of new personnel?
- i) What is the vendor’s reputation among its customer base with respect to long term costs?
- j) What is the cost of data conversion from existing CAD and RMS systems?

2.3. SYSTEM INSTALLATION

The successful bidder will be solely responsible for complete and timely installation of CAD and records software. The 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 with acceptance of the Department’s project manager.

- | | | |
|----|-------------------------------|-----------------------|
| 1) | Contract Signing | 20% of contract value |
| 2) | System Installation Completed | 20% of contract value |
| 3) | Training Completed | 50% of contract value |
| 4) | System Accepted | 10% 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 Department may direct the bidder, if selected, to implement the missing features at no cost to the 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 the Chapter 8 Exceptions List.

3.1. GENERAL REQUIREMENTS

REQUIREMENT	RESPONSE	REFERENCE
The system proposed is Microsoft Windows™ based.		
The system runs on a Windows 2019 Server/Windows 10 Professional or later platform.		
Preference for MS SQL Server 2019 Database.		
Ability to run on Virtual Machines, e.g. Vmware.		
Web-enabled or Web-based architecture with published open API's.		
Compatible with Windows 10 or higher desktop client, 64-bit.		
Role-level security to menu, screen and field level.		
Single sign-on: MS Active Directory, LDAP Compatible.		
Two-factor authentication support, e.g. Duo, Imprivata, etc.		
Microsoft Office integration with Word and Excel (mail merge, letters, data extraction, reporting, etc.).		
Instant Messaging from desktop or dashboard.		
List integration technologies, e.g. web services, SOA, XML, etc.		
Indicate degree of ESRI GIS architecture and layer integration and compatibility / experience with ESRI local government model for GIS data.		
Ability to scan into document imaging system and create link to records in multiple formats including PDF, TIF, DWG, Word, Excel, etc.		
Identify which operating systems and device types are supported for mobile access.		
Describe functions supported via mobile devices, e.g. report writing, instant messaging, etc.		
Store and forward mobile data entry for areas with poor or no mobile network connectivity.		
Online data help/dictionary.		
CAD and Records 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.		
Online 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		
<p>The system utilizes four (4) methods of initiating actions:</p> <ul style="list-style-type: none"> ▪ Command Entry ▪ Menu Selection ▪ Function Key ▪ Mouse selection to accommodate user preference. 		
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 selections are available for all functions that are performed by occasional, casual users of the system.		
Function keys are used to implement commonly used dispatch functions.		
Function keys are used for single key retrieval of blank incident forms.		
Most functions can be initiated using the mouse.		
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		
Meet or exceed all CJIS / CLETS / DOJ security compliance regulations.		
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 sign on form includes fields for user ID and password.		
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.		
Each terminal shall have a security group setting		

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 system shall route the incident to the appropriate dispatch position (fire or police).		
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.		
Changing a workstation's functions shall not require reconfiguration of the system.		

3.2. CAD (COMPUTER AIDED DISPATCHING) REQUIREMENTS

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 call for service screen shall allow entry of the following information:		

MANTECA POLICE DEPARTMENT
RFP for Computer Aided Dispatch – Records Management

<ul style="list-style-type: none"> ▪ Incident location with apartment number/suite number ▪ Incident type ▪ Response priority ▪ Caller name, address, telephone number, location of the caller ▪ Incident details ▪ Vehicle information 		
The incident location 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 unlimited characters		
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, plate, make, model, colors, state.		
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.		
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,		

MANTECA POLICE DEPARTMENT
RFP for Computer Aided Dispatch – Records Management

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.		
Multiple matches of the entered location shall result in a matches list from which the user can select the correct location.		
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 10 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 10 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, firefighting information, the names of emergency contacts (for businesses) or special handling information for residents who may be disabled or elderly.		
There shall be a visual feature to easily mark a comment as urgent or important		
There shall be a visual to let the call taker know that the caller's phone number has been linked to other incidents and should take a mouse click or similar to retrieve the information.		
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.		
The system shall automatically search its databases for street information and shall retrieve any available information about the street location from the geographical databases, including street hazards.		
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 E911 controller to automatically receive caller location and telephone number information when an E911 call is received.		
Receipt of the E911 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 E911 supplied location.		
E911 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. That number shall be a unique number not used anywhere else in the system.		
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 via command line or mouse.		
There shall be a feature to add comments in rapid fire and enter them using a hotkey or the enter key, should the need arise during a pursuit or similar.		
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.		
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 both police and fire incidents.		
Response algorithms shall be based on incident location, incident type, unit availability and GPS location.		
For police responses, the recommendation shall show the beat unit, if available, or an unavailable 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 and GPS location of apparatus.		
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 and will automatically be on scene, unless another option is chosen, such as en route by command.		
There shall be a customizable screen for dispatchers and call takers.		
The system must support multiple command lines.		
Dispatcher must be able to free and hold a unit in 1 simple command		
The system must support NCIC queries via the command line.		

The system shall allow multiple case numbers per incident in 1 command.		
The system shall be able to create a case number from an incident without reopening the incident.		
There shall be a log of a unit's prior incidents.		
There shall be a log of a unit's prior status changes.		
The system must compile and print a Shift Bulletin.		
The system must compile and print a Media Bulletin.		
The system shall have ad hoc searching ability to search for incidents by time of day, day of week, unit, officer, location, type, date range, etc.		
The system will be able to print a full incident.		
The system will be able to print a full, sanitized, version of an incident suitable for the public.		
The system will have many built in reports that only require a date range, time response charts, time spent at locations, officer and dispatcher activity, false alarm reports, etc.		
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.		

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.		
The system shall handle tow requests for big rigs, hazmat and drivers' choice.		

3.3. RECORDS MANAGEMENT SYSTEM REQUIREMENTS

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 cannot 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.		
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.		
The Master Name function shall include the ability to add, update, or delete a history entry.		

The Master Name function shall include the ability to print a Master Name record with or without criminal history log information.		
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: <ul style="list-style-type: none"> ▪ 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. ▪ Match beginning of last name only ▪ Allow the use of wildcards ▪ Match on first name or any other field in the master 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.		
The system shall collect Scars, Marks, Tattoos that correspond the NCIC standards.		
The system shall support electronic file attachment.		
The system shall collect photographs or mugshots.		
The system must be able to create a photo lineup.		
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.		
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.		

MANTECA POLICE DEPARTMENT
RFP for Computer Aided Dispatch – Records Management

Officer reports shall contain information about an unlimited number of persons 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 includes 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.		
The system must collect and tally solvability factors.		
The system must support an agency creating their own fillable forms that auto-attach to the case.		
The system must support routing internally and externally for the case.		
The system must have a subsystem to support prosecuting attorney access.		
The case report must allow attachments of any supported Windows file, photographs, video, etc.		
The case must be able to be marked confidential, confidential to a specific division, confidential to a specific agency if multi-agency.		
The case report must have a visual notification if the case isn’t to be released.		
The case report must be able to be redacted and saved electronically, as well as watermarked within the case itself.		
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.		
The system shall have a feature for assigning follow ups to both investigators and officers that will track the follow up due dates and work complete.		
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.		

There shall be a mechanism in place to allow the property officer to send inquiries to investigators and officers to request information regarding a piece of property.		
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 just show those for a particular officer.		
3.3.5. Vehicles		
The system shall maintain a database of vehicles with the ability to import data from electronic ticket writers.		
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 or any combination of the above. Wildcards must be supported.		
The system must allow perusal and selection from a list of matches.		
A vehicle display shall include information about the vehicle (make, model, color, etc.) plus a history of encounters with the vehicle.		
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.		
The vehicle record shall support officer safety warnings.		
The vehicle record shall support attachments of photographs.		
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.		
The property subsystem shall enable the department to keep track of property that is in its property rooms.		

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, description and classification.		
The system shall support bar coding.		
Multiple matches of property shall generate a selection list.		
The property system shall include the capabilities to add, delete, and modify property.		
The system shall support ad hoc searching and reporting.		
The property system shall allow the user to page through the property records.		
The system shall support custom bar code labels and custom storage labels.		
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.		
The system shall support multiple people and vehicles per FI to create associations between them both.		
3.3.9. Other Records Management Files		
Proposed software includes databases for the following:		
Automatic License Plater Reader Information		
Sex Offenders		
Narcotics Offenders		
Known Offenders		

Arsonists		
Parolees		
Probationers		
Gangs		
Civil		
Subpoenas for agency personnel		
Subpoenas for citizens		
Protection Orders		
BOLO Persons		
Missing Persons		
Document Release Log		
Stolen Vehicle Log		
Arrest Log		
Accident Log		
Warrants		
Search Warrants		
Pawn		
BOLO Vehicles		
Concealed Firearm Application/Permits		
Firearm Purchase Denials		

3.4. OTHER REQUIREMENTS

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 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		
Ability to set a priority level of a message		
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 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.		
The system shall support document, photograph, video, etc. attachments to the ready reference file.		
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 raw data results should be displayed and easily sorted.		
The searches should be able to be saved for use at a later date, including all of the previous sorting.		
The system shall allow the use of: beginning with, exactly matching, contains, and, or, not, greater than, less than, and more when creating a custom search.		
The search results must be available in graphical form.		
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 most 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.		
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 (Uniform Crime Report) & NBRIS		
Single Incident Report		
Shift Bulletin		
24 Hour Incident Summary		
Incident Summary by arbitrary date period		
Incident Summaries by time of day and day of week by department		
Incident Response Times by time of day and day of week and Incident Priority		
Officer Activity Reports		
Frequently Responded to Locations		

Officer Time Spent at a Location		
Monthly Patrol Statistics		
Unverified Locations		
Crime Summary by Offense		
Collision Reports sortable by type (auto/ped/hit and run/ bike etc.)		
Case Investigation Summary		
Case Investigation Activity by Officer		
Officer Log (by location)		
False Alarms		
Citations by Violation		
Vehicle Log by Officer		
Vehicle Usage Log		
Vehicle Mileage Summary		
Communications Center Call Handling Times		
Capable of reporting all CA AB953 data to DOJ by 2022.		
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 Manteca 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/OFFICER FIELD REPORTING REQUIREMENTS

REQUIREMENT	RESPONSE	REFERENCE
Secure digital communications between vehicles and between vehicle and dispatcher for message exchange.		
Communications must meet applicable state and federal data encryption requirements.		

MANTECA POLICE DEPARTMENT
RFP for Computer Aided Dispatch – Records Management

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 local, state and national vehicle and person information databases.		
Ability to 'run' a person or vehicle through state and national databases.		
Automatic messaging to other mobile units and dispatch if an inquiry through the state or national database hits on a stolen vehicle.		
Ability to select an 'officer down' or urgent message to all mobile units and dispatch by a single press of a button.		
One-button digital unit status reporting.		
The system shall allow the officer to create officer-initiated incidents given permission by the agency and set to specific incident types.		
Officers shall be allowed to add people, vehicles and comments to the incident that will be saved in the master databases.		
Officer field access to CAD and records information including: Incident information, cases, property.		
Current active incident summary.		
Current unit status summary.		
Obtaining officer report numbers.		
Officer report log review.		
Ability to customize the user screen with skins, status screen preferences and be saved by the user record.		
Night mode must be supported.		
Local vehicle information.		
Local person information.		
Incident history of local addresses and common place names.		
Mug shots.		
Field entry of officer reports with no need to transfer information ~ there shall be a live connection to the cases database.		
Filed report information shall be immediately available to all system users.		

3.6. MAPPING

REQUIREMENT	RESPONSE	REFERENCE
Map system is compatible with ESRI ArcView map data		
Map system is compatible with Google Maps		
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		
Layers can be manually activated at any zoom level		
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		
The map shall support hot spot analysis and geo-fencing.		
A map of 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 REQUIREMENTS

REQUIREMENT	RESPONSE	REFERENCE
Must provide a link to the state for state/NCIC queries		
Supports menu-based entry of most or all queries from all authorized users		

MANTECA POLICE DEPARTMENT
RFP for Computer Aided Dispatch – Records Management

Allows command line entry of person and vehicle queries		
From the person display allows running that person with a dedicated button.		
From the vehicle display allows running that vehicle 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.		
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.		
The system must have at least 100 of the commonly used fillable forms for entries, locates, cancel, etc.		
The system will handle the 2 nd person verification of entries electronically.		
The system shall allow paging through the return with a hot key and allow specific returns to be kept open for view later.		
The system will highlight the pertinent information on a return; name, DOB, etc.		
Responses can be printed.		
The printout includes the text of the associated query and the ID of the unit that ran it.		

3.8. PROPERTY/EVIDENCE BAR CODING REQUIREMENTS

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 multiple pieces of property, at one time, 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 for custom labels which shows storage location to accommodate multiple sites.		
Supports ad hoc audits with results		
Supports mail merge type ability to send letters to subjects that need to pick up their property		
Allows dates for purging to be set by property type		
Has an up to date tickler type file that includes; property ready for purging, property items not yet received by the property room and a listing of property that is currently checked out		
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.		

4. COMPUTER HARDWARE

It is the intent of the Department to keep its 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 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 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. Hosting of software, data, tables etc. can be by VM serves or cloud based depending on best practices and assurance of operability, security, and reliability. Redundancy of data, software, tables etc. should be provided in real-time and stored in a manner that ensures security.

The proposed system is to be configured for 150 users (4 dispatcher/call taker positions plus 4 records positions). The 4 dispatch positions shall be equipped with separate status screens. Forty (40) vehicles and laptops (total) will require mobile computer software. The bidder shall also describe the expansion capabilities of the proposed system.

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

5. 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 Department, to coordinate and direct the vendor’s activities and communications between the 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 Department's representative and submit a final project schedule within seven (7) 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 Department provides a sample of the data to be converted. The 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 ensure proper running order. Testing of the software will be confirmed by the Department's project manager prior to acceptance. The vendor shall then conduct training sessions to familiarize all department personnel with 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, administrators, and system support personnel.

At the conclusion of system installation and training, the vendor shall demonstrate to the 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.

The Department accepts all responsibility for the accuracy of the contents of the initial data to be entered beyond inclusion of the converted data. The bidder's system shall provide all functions and screen formats necessary to perform data entry and the successful vendor will be responsible for guiding the Department through this process.

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) for 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 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 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:

- 1) How frequently and under what circumstances is updated software provided?
- 2) How will the Department be notified of available updates?
- 3) What is involved in implementing an update?
- 4) Will the Department incur any costs to implement updates?
- 5) Does the vendor ever charge for updates or new versions of products licensed to the Department? If so, under what circumstances?
- 6) How frequently does the vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?
- 7) 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	
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 Alameda Police Department as well as additional items the bidder may care to propose. Any additional support cost that will be incurred with these items shall also be listed.

ITEM	PRICE

7.4. Additional Costs

Will the vendor commit to keeping the annual support cost the same for the first five (5) 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 to add 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?

ITEM	PRICE

8. EXCEPTIONS SECTION

List any exceptions to this RFP as part of your proposal.