

Attachment “A”

The following table provides specific information about the county and the community served:

Description	Details
Population served	Enter Number
Number of sworn officers	Enter Number
Total number of full-time employees (sworn and non-sworn)	Enter Number
Maximum number of concurrent users	Enter Number
Average number of concurrent users	Enter Number
Number of mobile units	Enter Number
Number of RMS data entry stations	Enter Number

SYSTEM OVERVIEW:

Hidalgo County requires a user-friendly public safety software system that will enable the effective and efficient operation of record management. The system shall support the following, but not limited to:

- All system modules integrated through one central database to maximize information sharing and reduce redundant entry;
- Multi-jurisdictional system allowing agencies, departments, groups, or individuals to share data while also protecting agency-specific or confidential data;
- The ability for county administrators to establish security privileges and permissions within the system;
- The ability for the system to create both preformatted and ad hoc reports;
- The ability for users to attach all types of media files to an individual record (e.g., image, sound, and video) and open attachments in their native format; and
- Ability to include link analysis functionality connecting all record types associated with a case.

SYSTEM REQUIREMENTS:

In the table below, enter the name of the vendor providing each module or service in your proposed solution. The information should reflect any third party vendors proposed for this project.

Module/Service	Vendor
RMS software	
Mobile software	
Project management	
Training	
Software maintenance/updates and support	

1. Describe the system’s minimum networking requirements.
2. How many servers will be required to operate the proposed system? Describe the purpose of each proposed server.
3. Using the table below, provide server hardware specifications. Repeat the table for each proposed server.

Server Recommendations	
Number of Concurrent Users Supported	
System Information	
Operating System	
Processors	
# of Processors @ Speed	
Memory	
Total Memory	
Storage	
Type	
Speed	
RAID levels supported	
Capacity	
Network Adapters	
Number of Ports	
Speed	

4. Provide the recommended specifications for user workstations.

Non-Dispatch Workstations	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/software	

Mobile Laptops	
Operating Systems	
Processor	
Memory	
Wireless network	
Screen resolution (pixels)	
Screen size	
Hard disk space	
Additional applications/updates, & software	

The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance/upgrades for the hardware, software, and services.

Key goals for the project are:

- Replace or modify the system currently being used with a system that meets or exceeds the needs of the County;
- Deliver a fully-integrated PSSS (Public Safety Software System) on time and within the budget;
- Achieve sufficient knowledge transfer through training to allow staff to be capable of, and confident in, using the new system;
- Provide a technologically sound platform for expansion of information services into the future;
- Establish a long term maintenance and support contract;
- Provide real-time access to public safety data;
- Automate data input processes;
- Reduce paper-based documentation and tracking;
- Allow authorized users to design and enforce a county-wide CAD window layout to ensure consistency among workstations;
- Leverage new technologies to anticipate the future needs of the County; and
- Successfully implement the system with minimal disruption to users and operations.

IMPLEMENTATION:

1. Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.
2. Include the resume of the project manager assigned to this project.
3. Provide a project organization chart.
4. What tools are employed by the implementation team to collaborate with the county regarding project milestones?
5. Describe the vendor's training services.
6. Does the vendor provide a practice database that utilizes the agency's data? If so, describe.

7. Describe all training documentation and instructional support available to the county.
8. Has the vendor ever completed an implementation after the deadline or exceeded the agreed budget? If so, describe.
9. Has the vendor ever failed to complete an implementation? If so, describe.
10. Attach an implementation timeline that outlines specific milestones and deliverables.

User Licenses:

1. Describe the proposed licensing structure (user, concurrent, etc.).
2. Provide the following information for each proposed component that requires a license. Add rows as needed.

Licensed Component or Module	License Type (user, concurrent, etc.)	# of Proposed Licenses

3. As the county expands, will there be any additional charges for workstation licenses?
4. Using agency-defined privileges, will the county be able to grant unlimited view-only licenses to outside departments, such as the District Attorney’s Office?

Warranty, Maintenance, and Support:

Warranty

1. What is the length of the warranty? When does the warranty begin?
2. Does the warranty include both maintenance and support services?

Maintenance

3. Are there any costs associated with system updates, enhancements, and bug fixes? If so, describe.
4. Does the vendor provide a clearly defined process for customers to influence product enhancements? If so, describe.
5. Will the agency be required to update their system when a new enhancement is released?
6. When an enhancement becomes available, if the agency elects to retain a previous release, how long will the vendor provide maintenance for that release?

7. Does the vendor preserve agency customizations to the system during the enhancement process free of charge?

Support

8. Describe the account management resources available to the agency.
9. Describe the vendor’s standard support services.
10. For telephone support, provide the following information:
 - Does the vendor provide 24-hour support?
 - What is the vendor’s average time to resolve issues?
 - What is the vendor’s first-call resolution percentage?
11. Does the vendor provide an online educational database? If so, describe.

Functional Specifications:

Complete the following tables by selecting the correct column (Y / N / M) for each requirement. If additional explanation is required, information may be included in the comments column.

Y Yes – The proposed software meets or exceeds the requirement.

N No – The proposed software cannot meet the requirement.

M Modification – The software must be modified in order to meet the requirement. Provide estimated costs and proposed delivery date.

System Overview

General System Specifications					
	Description	Y	N	M	Comments
1.	Are all system modules integrated through one central database to maximize information sharing and reduce redundant entry?				
2.	Can system modules be added, licensed, and implemented separately as needed?				
3.	Is the system multi-jurisdictional, allowing agencies, departments, groups, or individuals to share data while also protecting agency-specific or confidential data?				
4.	Is the software developed to run using either a Windows-based or Linux-based operating system?				
5.	Is the system ODBC-compliant?				
6.	Can system interfaces meet the National Information Exchange Model (NIEM) principles for data sharing and integration with other systems?				
7.	Does the system include an N-DEx IEPD compliant interface?				
8.	Does the proposed solution include a screen for administrators to oversee all system modules?				

General System Specifications

Description		Y	N	M	Comments
9.	Can users view changes to code tables without logging out of the system?				
10.	Can users operate the system using function keys, a command line, and mouse point-and-click operations?				
11.	Can the agency hide fields in the system without the need for vendor assistance?				
12.	Can the agency create templates for narrative fields on any screen?				
13.	Does the system include narrative fields of virtually unlimited length?				
14.	Does the system provide spell check for narratives?				
15.	Does the system provide cut, copy, and paste functionality?				
For Agency Use Only					
Column Total:					
Total Table Score:					

System Queries

Description		Y	N	M	Comments
1.	Can users search any field, on any screen, in any order?				
2.	Can searches be performed directly within the data entry screens, without the need for a separate search application or window?				
3.	Can users search using the following criteria:				
4.	– none				
5.	– equal to				
6.	– not equal to				
7.	– less than				
8.	– greater than				
9.	– between (date/time, day of week, etc.)				
10.	Can users search any field with wildcard characters?				
11.	Does the system provide Soundex search capabilities?				
12.	Does the system allow search criteria to be non-case sensitive?				
13.	Can users search multiple criteria within the same table or search combined criteria across multiple tables?				
14.	Can users expand or refine a search with additional criteria?				
15.	Can the system display a list of all records matching the search criteria?				
16.	Can users create a new search based on previous search criteria?				
For Agency Use Only					
Column Total:					

System Queries

Description	Y	N	M	Comments
Total Table Score:				

Reporting

Description	Y	N	M	Comments
1. Does the system offer at least 2,000 preformatted reports?				
2. Can the preformatted reports include data from multiple tables?				
3. Can users easily define or limit the information included in a report?				
4. Can users create and save a report format, defining the applicable table, fields, column titles, etc.?				
5. Can users create ad hoc reports using third-party report writers, such as Microsoft Office and Crystal Reports?				
6. Can the system create UCR and NIBRS reports?				
7. Can users schedule recurring reports to run at user-defined times and dates?				
8. Can users output reports in various formats such as PDF and HTML?				
For Agency Use Only				Column Total:
Total Table Score:				

Security

Description	Y	N	M	Comments
1. Can the agency define security on world, agency, group, and individual levels for all screens within the system?				
2. Can user access be defined per screen, record, field, and function (view, add, modify, delete, etc.)?				
3. Does the system allow multiple agencies to share the host server yet partition data to limit access to sensitive information?				
4. Can users be assigned to one primary group and multiple secondary groups? For example, a patrol shift supervisor might be assigned to a primary patrol group and to a secondary supervisor group given additional privileges.				
5. Can the agency track how users access tables, including which records have been printed, searched, viewed, added, and deleted?				
For Agency Use Only				Column Total:
Total Table Score:				

Messaging and Chat

Description		Y	N	M	Comments
1.	Does the system provide messaging and real-time chat capability?				
2.	Can users add customized external links directly to the home messaging screen (for example, to a city intranet site)?				
3.	Can users establish custom messaging groups for an agency or zone?				
4.	Does the message center display a summary of alerts, state/NCIC/local returns, approvals, and report assignments?				
5.	Can users view the status of personnel (online or offline)?				
6.	Can Be On the Lookout (BOLO) and Attempt to Locate (ATL) notices scroll along the bottom of the screen until expired or deleted?				
7.	Can BOLO and ATL notices be sent as instant messages?				
8.	Can users set the expiration date and time for outgoing alerts (for example, BOLOs)?				
9.	Does the system retain a searchable record of all instant messages?				

Core Integration:

Names

Description		Y	N	M	Comments
1.	Is a central names table used for all names entered into the system? A names table accommodates an individual, business, or group of names.				
2.	Can name records be accessed from all system modules without the need to re-enter search criteria?				
3.	Can users view any records linked to a name, such as an incident or vehicle record?				
4.	Can users capture the following information regarding an individual in the name record:				
5.	– name and address				
6.	– home and work phones				
7.	– date of birth				
8.	– place of birth				
9.	– adult/juvenile				
10.	– physical description				
11.	– social security number				
12.	– driver license				
13.	– school				
14.	– emergency contact				
15.	– relationships				
16.	– employment				

Names					
Description		Y	N	M	Comments
17.	– state ID number				
18.	– FBI ID number				
19.	– user-defined ID numbers				
20.	Can users attach media to a name record, such as images, audio, and video?				
21.	Does the system maintain a history of all past addresses, telephone numbers, and name changes?				
22.	Can users search a name record using a variety of criteria, including:				
23.	– partial name				
24.	– address				
25.	– social security number				
26.	– date of birth				
27.	– sex				
28.	– race				
29.	– hair color				
30.	– eye color				
31.	– approximate height/weight				
32.	– scars/marks/tattoos				
33.	Can users enter Modus Operandi (MO) information for each name and search by particular MOs?				
34.	Can users enter and view alert codes for any name in the system?				
35.	Does an alert appear if a name is associated with an alias?				
36.	Can a name record be associated with an unlimited number of aliases, with a physical description for each alias?				
37.	Can users generate a report identifying possible duplicate name records so the information can be merged?				
38.	Can the system transfer data required by the FBI from the names record to a LiveScan Fingerprinting system?				
For Agency Use Only					
Column Total:					
Total Table Score:					

Vehicles					
Description		Y	N	M	Comments
1.	Is a central vehicle table used for all vehicles entered into the system?				
2.	Can vehicle records be accessed from all system modules without the need to re-enter search criteria?				
3.	Can users view any records linked to a vehicle, such as accidents and traffic citations?				
4.	Can users capture the following information regarding a vehicle:				

Vehicles

Description		Y	N	M	Comments
5.	– license plate number, type, and state				
6.	– vehicle Identification Number (VIN)				
7.	– year, make, model				
8.	– vehicle type				
9.	– description				
10.	– storage location				
11.	– status				
12.	– date stolen, recovered, or received				
13.	– responsible agency and officer				
14.	– owner				
15.	– related incident				
16.	– recovered value				
17.	Can users attach media to a vehicle record, such as images, audio, and video?				
18.	Can the following information be included in a vehicle record:				
19.	– stolen/not recovered				
20.	– stolen/recovered				
21.	– evidence				
22.	– abandoned				
23.	– impounded				
24.	– involved in an accident				
25.	– driven by a criminal suspect				
26.	– used in crime				
27.	– vehicle of interest				
28.	Does the system maintain a history of modifications made to the vehicle record?				
29.	Does the system perform a check digit calculation to validate the VIN entered for a vehicle record?				
30.	Can users generate a report identifying any vehicles with invalid VINs?				
31.	Can users generate a report identifying possible duplicate vehicle records so the information can be merged?				
For Agency Use Only					
		Column Total:			
Total Table Score:					

Property

Description		Y	N	M	Comments
1.	Is a central property table used for all property entered into the system?				
2.	Can property records be accessed from all system modules without the need to re-enter search criteria?				
3.	Can users view any records linked to property, such as the owner's name?				

Property					
Description		Y	N	M	Comments
4.	Can users capture and search the following information regarding property:				
5.	– type				
6.	– brand name and model				
7.	– model year				
8.	– serial number				
9.	– owner-applied number				
10.	– descriptive characteristics				
11.	– UCR code				
12.	– quantity with measurement unit				
13.	– storage location and agency ID number				
14.	– crime lab case number				
15.	– status				
16.	– date stolen, recovered, or received				
17.	– stolen and recovered locations				
18.	– stolen and recovered values				
19.	– responsible agency and officer				
20.	– owner information				
21.	– victim name				
22.	– related incidents				
23.	Can users attach media to a property record, such as images, audio, and video?				
24.	Does the system provide a record displaying the history of an item's custody transfers?				
25.	Can the following information be included in a property record:				
26.	– stolen/not recovered				
27.	– stolen/recovered				
28.	– lost				
29.	– found				
30.	– evidence				
31.	– attached by civil officers				
32.	Can the system easily duplicate a change-of-custody entry for multiple items under the same tag?				
33.	Does the system maintain a history of modifications made to a property record?				
34.	Can users access preformatted reports for property records?				
35.	Can users submit property reports to UCR/IBR?				
For Agency Use Only					
Column Total:					
Total Table Score:					

Wants/Alerts

Description		Y	N	M	Comments
1.	Can users capture information regarding wanted persons, both within an agency's jurisdiction and across jurisdictional lines?				
2.	Can users capture and search the following information regarding wanted persons:				
3.	– court number				
4.	– docket number				
5.	– type of want				
6.	– reason wanted				
7.	– disposition of want				
8.	– assigned officer and agency				
9.	– dates issued, received, served, returned				
10.	For a single name, can users enter multiple active wants or multiple offenses per want?				
11.	Does a wanted person's name automatically become part of the central names table?				
12.	Does the system automatically display any active wants for a name record?				
13.	Does a visual alert automatically display beside the person's name or alias?				
14.	Are alerts visible within all system modules?				
15.	Can users define the wording of a want alert?				
16.	Does an alert identify if a person is currently in jail?				
17.	Can users access preformatted reports for wanted persons?				
For Agency Use Only					
Column Total:					
Total Table Score:					

GIS Address Verification

Description		Y	N	M	Comments
1.	Does the system validate addresses using industry standard Esri® GIS technologies?				
2.	Does the GIS system verify the following:				
3.	– street names				
4.	– intersections				
5.	– street aliases				
6.	– mile markers				
7.	– rural routes				
8.	– highway exits				
9.	– overpasses				
10.	– common place names				
11.	– number ranges				
12.	– street names				
13.	Does the system automatically populate the record with city, state, zip, and jurisdiction after verifying an address?				

GIS Address Verification

Description		Y	N	M	Comments
14.	Does the system display the following information associated with a specific address:				
15.	– number of previous calls				
16.	– possible duplicate calls				
17.	– name records				
18.	– name alerts				
19.	– local wants				
20.	– number of premises records				
21.	– address alerts				
22.	– number of previous calls				
23.	Can the system display select locations within a defined radius (for example, sex offenders proximate to a school)?				
24.	Does the system display cross streets on either side of an address?				
25.	Does the system provide directions to an address?				
26.	Can users enter information on commercial properties associated with individual suites or apartment numbers?				
27.	Does the system allow for multiple occurrences of the same street name in different cities?				
28.	Can street intersection information be used interchangeably (for example, State Avenue/Main Street or Main Street/State Avenue)?				
29.	Does the system accommodate the use of address abbreviations (St. for Street)?				
30.	Can users rename a street and retain the old name as an alias?				
For Agency Use Only		Column Total:			
		Total Table Score:			

Learning Management System

Description		Y	N	M	Comments
1.	Does the system include an online training resource for ongoing learning?				
2.	Does this resource include material for both administrators and end users?				
3.	Does this online resource cater to different learning styles, featuring the following:				
4.	– written material				
5.	– supplementary images and graphics				
6.	– short videos				
7.	– practical exercises				
8.	– quizzes and tests				
9.	Can agency administrators run reports to view each learner's progress?				
For Agency Use Only		Column Total:			
		Total Table Score:			

Records Management System (RMS):

General RMS Specifications					
Description		Y	N	M	Comments
1.	Can users create law records with the following fields:				
2.	– address				
3.	– complainant				
4.	– offense				
5.	– responding officer				
6.	– times and date				
7.	– modus operandi				
8.	– status				
9.	Do law records automatically link to all associated records?				
10.	Can the system automatically generate separate incident numbers for each agency using the system?				
11.	Can the agency define narrative templates that prompt users to enter required information?				
12.	Can users enter a narrative of virtually unlimited length?				
13.	Can the system track the workflow or approval process and keep related historical records?				
14.	Does the system have a case management feature to track law incidents from the initial incident to the completed investigation?				
15.	Does the system provide a numerical solvability tool based on agency-defined criteria and scoring?				
16.	Can detectives keep unlimited case notes that are both a part of, and separate from, the law incident?				
17.	Can users generate a list of cases that are pending or past due?				
18.	Can users track race and ethnicity information on persons involved in law incidents?				
19.	Can users capture the following intelligence information:				
20.	– name				
21.	– description				
22.	– associates				
23.	– hangouts				
24.	– vehicles				
25.	– employment history				
26.	– residence history				
27.	– gang affiliations				
28.	Can users associate intelligence information with a person of interest:				
29.	– known sex offender				
30.	– habitual criminal				
31.	– under investigation				
32.	– drug dealer				
33.	Does the system track criminal history activity for non-custody bookings (cite and release)?				

General RMS Specifications

Description		Y	N	M	Comments
34.	Does the system capture the following arrest information:				
35.	– name				
36.	– address				
37.	– offense				
38.	Can the system track dissemination information?				
39.	Can users customize dissemination information reports?				
40.	Does the system include preformatted management reports?				
For Agency Use Only		Column Total:			
Total Table Score:					

Incident-Based Reporting (IBR)

Description		Y	N	M	Comments
1.	Can users generate Incident-Based Reports (IBR) from law incidents, arrests, and offenses?				
2.	Can the system transfer information from the incident to the IBR-related fields without the need to re-enter any information, including all of the following:				
3.	– offenses				
4.	– victims				
5.	– offenders				
6.	– property				
7.	– arrests				
8.	Does the system allow multiple agencies to share data while maintaining their own unique ORI?				
9.	If agencies can maintain their own unique ORI, can the agency also query a single name and hit all shared agencies without having to run multiple queries for that name?				
10.	Does the system require the necessary IBR fields to be completed before a user can move to the next screen?				
11.	In a multi-jurisdictional setting, can one agency submit IBR while another agency submits UCR?				
12.	Can users preview information in a report before it is submitted to the state?				
13.	At any given time, can a user validate an IBR report and be notified of any errors/warnings?				
14.	Does the system provide a field to indicate if an incident has been validated for submission?				
15.	Does the system provide a field to indicate if an incident has been previously submitted?				
16.	Can users generate a report showing all incidents that have not been submitted to IBR within a defined time period?				

Incident-Based Reporting (IBR)

Description		Y	N	M	Comments
17.	Can users create unique offense codes that correspond with specific IBR values?				
18.	Can users view customizable errors/warnings associated with an incident?				
19.	If an incident has been submitted to the state, then a user modifies it, will the system automatically flag the incident for re-submission?				
For Agency Use Only		Column Total:			
Total Table Score:					

Civil Process

Description		Y	N	M	Comments
1.	Can users manage the receipt, service, and return of service for all civil process types?				
2.	Can users enter a virtually unlimited number of charges for any process type?				
3.	Can the system accommodate multiple process types for an individual?				
4.	Is name and personal information for every individual associated with a civil process included in the central names table?				
5.	Can users track an unlimited number of attempts of service?				
6.	Can the agency define process charges and can users override any charge?				
7.	Can the system calculate service fees based on a fixed rate, predetermined mileage, or total miles driven?				
8.	Does the system allow billing or payment of funds to specified persons?				
9.	Can users print cost statements for use as bills and receipts?				
10.	Does the system provide preformatted civil process reports?				
For Agency Use Only		Column Total:			
Total Table Score:					

Mobile Data Computing (MDC):

Mobile Queries (Optional)

Description		Y	N	M	Comments
1.	Can users query local, state, and national databases with information captured from a driver license scanner?				

Mobile Queries (Optional)

Description		Y	N	M	Comments
2.	Can users query the following local database information:				
3.	– law incidents				
4.	– field incidents				
5.	– names				
6.	– vehicles				
7.	– property				
8.	– premises				
9.	Can the local database return the following information from a mobile query:				
10.	– mug shot				
11.	– involvements				
12.	– scars, marks, and tattoos				
13.	– name alerts				
14.	– physical description				
15.	Can users receive audible notification of a query return?				
16.	Can users select the font size for text in query response lists?				
For Agency Use Only					
Column Total:					
Total Table Score:					

Automated Field Reporting (AFR) (Optional)

Description		Y	N	M	Comments
1.	Does the MDC have automated field reporting capabilities, allowing users to enter incident, accident, citation, and field interview information?				
2.	Are contact names part of the central names table?				
3.	Is involved property part of the central property table?				
4.	Are involved vehicles part of the central vehicle table?				
5.	Can a driver license scanner be used to automatically populate field reports with driver license data?				
6.	Does return information from state and local queries automatically populate AFR forms?				
7.	Can users route workflow assignments directly from the field?				
8.	Can users temporarily save a form without sending data to the server, then return to it later for completion?				
9.	Does a form remain active and editable even if connectivity is lost?				
10.	Can users customize the form header with agency-specific information?				

Automated Field Reporting (AFR) (Optional)

Description		Y	N	M	Comments
11.	Can users compose and save narratives and supplemental narratives?				
12.	Can users populate fields using a drop-down list?				
13.	Can users create law records from accident forms?				
For Agency Use Only					
Column Total:					
Total Table Score:					

Pricing:

Provide the following pricing information for each component of the proposed solution.

Pricing – Software

Required Modules

Provide pricing information for all required applications/modules included in the proposed solution.

Module	Price	Number of user licenses included in price	Price per additional user license
System Core (Master Tables)	\$		\$
Imaging	\$		\$
GIS	\$		\$
Records Management System	\$		\$
Civil Process	\$		\$
Mobile Data Computing	\$		\$
Total Price for Required Modules		\$	
Check all the following that are included in the quoted Required Modules price: <ul style="list-style-type: none"> <input type="checkbox"/> Complete integration of all modules with no internal interfaces <input type="checkbox"/> Site license for all desktop modules <input type="checkbox"/> First-year maintenance on software <input type="checkbox"/> Technical support and customer service 			

Optional Modules

Provide pricing information for all optional applications/modules included in the proposed solution, if any are necessary to meet the functional specifications as defined.

Module	Price	Number of user licenses included in price	Price per additional user license
Mobile Queries	\$		\$
Automated Field Reporting	\$		\$
Total Price for Optional Modules		\$	
Check all the following that are included in the quoted Required Modules price: <ul style="list-style-type: none"> <input type="checkbox"/> Complete integration of all modules with no internal interfaces <input type="checkbox"/> Site license for all desktop modules <input type="checkbox"/> First-year maintenance on software <input type="checkbox"/> Technical support and customer service 			

Required Interfaces

Provide pricing information for all required interfaces included in the proposed solution.

Check if Existing Interface	Interface	Price	Number of licenses	Price per additional license
<input type="checkbox"/>	IBR Reporting Interface	\$		\$
Total Price for Required Interfaces			\$	

Total Price for Required Modules and Interfaces (excluding options)

\$ _____

Pricing – Professional Services

Implementation Services	
Total price for implementation project management	\$
Check all the following that are included in the quoted implementation and project management price: <ul style="list-style-type: none"> <input type="checkbox"/> Onsite project management services <input type="checkbox"/> PMP-certified project managers <input type="checkbox"/> Code table setup <input type="checkbox"/> Connection with state database 	
Total price for software and hardware installation	\$
Check all the following that are included in the quoted software and hardware installation price: <ul style="list-style-type: none"> <input type="checkbox"/> Multiple onsite installation visits 	
Total price for travel and per diem	\$
Total Price for Implementation Services	\$

Training Services	
Total price for administrative training	\$
Check all the following that are included in the quoted administrative training price: <ul style="list-style-type: none"> <input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Defined timeframe for Go-live <input type="checkbox"/> Training database that utilizes agency-specific data <input type="checkbox"/> Complete administrator training <input type="checkbox"/> Onsite end-user training at implementation <input type="checkbox"/> Ongoing end user and administrative training <input type="checkbox"/> Post Go-live refresher training 	
Total price for end user training	\$

Training Services	
Check all the following that are included in the quoted end-user training price:	
<input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Post Go-live refresher training <input type="checkbox"/> Pre-Implementation project team training <input type="checkbox"/> Access to online training database	
Total price for Go-live assistance	\$
Check all the following that are included in the quoted Go-live assistance price:	
<input type="checkbox"/> Post Go-live onsite refresher training	
Total travel and per diem estimate	\$
Total Price for Training Services	\$

Total Price for Implementation and Training Services \$ _____

Pricing – Hardware

Unit	Price	Quantity	Extended Price
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
Total Price for Hardware			\$

Pricing – Warranty, Maintenance, and Support

Support	Standard Business Hours	24/7 Support
First-year support (12 months)	\$	\$
Second-year support (required modules)	\$	\$
Second-year support (optional modules)	\$	\$

Pricing – Summary

Inclusions	Price
Total Modules (excluding options)	\$
Total Interfaces (excluding options)	\$
Total Professional Services	\$
Total Hardware	\$
Total Support (first year)	\$
Grand Total	\$

Vendor is required to provide an authorized signature certifying that the submitted bid includes **ALL** costs associated with the proposed project.

Name and title _____

Signature _____

Project Management:

The vendor must provide an experienced, dedicated project manager as part of the project who will be responsible for interacting directly with his/her counterpart in each law enforcement agency (i.e....Constable for each precinct) for the duration of the project. Include the resume of the project manager who will be assigned to this project.

System Configuration and Setup:

The vendor must provide detailed system configuration and setup services for each law enforcement agency as part of this project. (These services are necessary to ensure that the new system is configured to match the processes and workflow of the HCLEA’s to reduce the learning curve and improve the rate of adoption by the users).

In the table below, enter the name of the vendor providing each module or service in your proposal. The information should reflect any third party vendors proposed for this project.

Module/Service	Vendor
RMS software	
Mobile software	
Project management	
Training	
Software maintenance and support	

Provide a detailed overview of the proposed system.

Describe the internal interface between proposed modules. Do all system modules query a single database?

Describe the system's customization capabilities.

Can agency administrators easily establish security privileges and permissions within the system? If so, please describe.

Can the system create both preformatted and ad hoc reports? Describe the system's reporting capabilities.

Describe the system's imaging capabilities including how users capture, store, and use media.

Can users attach all types of media files to an individual record (e.g., image, sound, and video files)? Can attachments be opened in their native formats?

Does the proposed solution include link analysis functionality that connects all record types associated with a case? If so, describe.

Describe vendor capabilities to perform data exchanges using the NIEM (National Information Exchange Model) standards and web services.

Describe the system's minimum networking requirements.

How many servers will be required to operate the proposed system? Describe the purpose of each proposed server.

Using the table below, provide server hardware specifications. Repeat the table for each proposed server.

<i>Server Recommendations</i>	
Number of Concurrent Users Supported	
System Information	
Operating System	
Processors	
# of Processors @ Speed	
Memory	
Total Memory	
Storage	
Type	
Speed	
RAID levels supported	
Capacity	
Network Adapters	
Number of Ports	
Speed	

Provide the recommended specifications for user workstations.

<i>Non-Dispatch Workstations</i>	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Mobile Laptops	
Operating Systems	
Processor	
Memory	
Wireless network	
Screen resolution (pixels)	
Screen size	
Hard disk space	
Additional applications/software	

Training:

The vendor must provide custom training on the new system to all users. The training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the County. The County will provide the training facilities, workstations, network, etc. which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar.

Data Conversion:

Vendor must include data conversion. The databases to be converted include??????. The vendor will work with the County to determine the precise process (including data verification and testing) which will be used to perform the data conversion. All data must be converted before go-live and must be available to the users on the new system at that time.

Technical Requirements:

Functional and technical requirements are in the attached Excel spreadsheet: HCLEA PSSS Technical Requirements.xlsx. The vendor must complete this spreadsheet as part of the proposal. Failure to answer all of the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.